

# OFFICIAL TRANSCRIPT OF PROCEEDINGS BEFORE THE POSTAL REGULATORY COMMISSION

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In the Matter of: )  
PREMIUM FORWARDING SERVICE ) Docket No.: MC2007-3

VOLUME #2  
DESIGNATIONS INCORPORATED INTO THE  
RECORD PURSUANT TO ORDER NO. 40

Date: October 31, 2007  
Place: Washington, D.C.  
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BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001

Premium Forwarding Service

Docket No. MC2007-3

DESIGNATION OF WRITTEN CROSS-EXAMINATION

Party

Interrogatories

**United States Postal Service**

**Abdulkadir Abdirahman (USPS-T-2)**

Office of the Consumer Advocate

OCA/USPS-T2-1-2

**Gregory Dawson (USPS-T-3)**

Office of the Consumer Advocate

OCA/USPS-T3-1-7

OCA/USPS-T1-5 redirected to T3

**Laraine B. Hope (USPS-T-1)**

Office of the Consumer Advocate

OCA/USPS-T1-1-4, 6-7

**Institutional**

David B. Popkin

DBP/USPS-1-22

Respectfully submitted,

  
Steven W. Williams  
Secretary

**INTERROGATORY RESPONSES  
DESIGNATED AS WRITTEN CROSS-EXAMINATION**

Interrogatory

Designating Parties

**United States Postal Service**

**Abdulkadir Abdirahman (USPS-T-2)**

OCA/USPS-T2-1

OCA

OCA/USPS-T2-2

OCA

**Gregory Dawson (USPS-T-3)**

OCA/USPS-T3-1

OCA

OCA/USPS-T3-2

OCA

OCA/USPS-T3-3

OCA

OCA/USPS-T3-4

OCA

OCA/USPS-T3-5

OCA

OCA/USPS-T3-6

OCA

OCA/USPS-T3-7

OCA

OCA/USPS-T1-5 redirected to T3

OCA

**Laraine B. Hope (USPS-T-1)**

OCA/USPS-T1-1

OCA

OCA/USPS-T1-2

OCA

OCA/USPS-T1-3

OCA

OCA/USPS-T1-4

OCA

OCA/USPS-T1-6

OCA

OCA/USPS-T1-7

OCA

**Institutional**

DBP/USPS-1

Popkin

DBP/USPS-2

Popkin

DBP/USPS-3

Popkin

DBP/USPS-4

Popkin

DBP/USPS-5

Popkin

DBP/USPS-6

Popkin

DBP/USPS-7

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Popkin

DBP/USPS-9

Popkin

**Interrogatory**

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DBP/USPS-16

DBP/USPS-17

DBP/USPS-18

DBP/USPS-19

DBP/USPS-20

DBP/USPS-21

DBP/USPS-22

### Designating Parties

Popkin

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**MC2007-3**

**United States Postal Service**

**Abdulkadir Abdirahman  
(USPS-T-2)**

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS ABDIRAHMAN TO  
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

**OCA/USPS-T2-1:** The following interrogatory refers to your testimony, "Premium Forwarding Service Cost Analysis," page 3. Please provide a copy of all your results of the "Special Studies Field Observation" referenced in footnote 2.

**RESPONSE:**

For purposes of answering this question, I assume the reference in quotation marks refers to page three of the Attachment to my testimony, since the quoted words do not appear in that form on page three of my testimony. The following notes were made by me during or shortly after my field observations. While counsel has made them more readable, I reviewed them closely to make sure they accurately reflect the content of my notes. In addition, facility-specific references have been masked, as have references to identifiable individuals.

[Florida] Post Office, March 22, 2007

This branch delivery unit is a suburb of Tampa. It has 7 city routes and no rural routes. It also has 2 POS terminals. A Customer Service supervisor explained that office's PFS procedures to me.

Customers who decide to use PFS complete and submit a PFS application, PS Form 8176, in person to a clerk at a retail window. Valid identification must be presented and verified prior to processing of the application, and the enrollment fee and all weekly fees are collected at the time of application. The Point of Sale (POS) system contains three accounts specific to PFS for: Set Up, Reshipment, and Refunds. At this facility, the window clerk calculates total fees manually. A copy of PS Form 8176 is provided to the Delivery Supervisor who notifies each carrier of the need to hold that PFS customer's mail for Wednesday shipping but

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retains the Form 8176 at the Supervisor's desk. The Supervisor prints address labels, and attaches them to each application. G400 labels are also kept at the Supervisor's desk.

On Wednesday, the Supervisor collects PFS mail from the carrier's hold mail area, repackages it, and places it with other outgoing Priority Mail. Most of the customers who use PFS Service in this facility receive heavy volumes of mail. Priority Mail packaging similar to Flat Rate box capacity is used to ship PFS mail, although the Flat Rate box itself was not. Occasionally two boxes are necessary to contain a single customer's mail, due to the heavy volume of mail that some customers receive. Each shipment gets logged on the back of the PFS application.

No major issues or complaints regarding the PFS service or its price had been received by this office. Customers are very excited about the availability of PFS.

[Iowa] Post Office, May 22, 2007

9:00 am

This facility has 30 city routes and 15 rural routes. It has four Carrier Sequence Bar Code Sorters (CSBCS) machines and three window terminals. When a customer applies for PFS, a customer folder is established. This folder contains a copy of the PFS application, G400 and address labels, and any miscellaneous information. A Master Log containing PFS customer information is maintained at this office. A hold mail card with PFS marking is handed to the carrier who may use it on the case as a label. Each carrier separates PFS customer mail every day and stores it at the cases or in a central hold mail location. A distribution

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clerk is in charge of the repackaging process. The clerk uses computer generated labels on all customer PFS packages. I observed all shipments that day. One customer required two containers due to a heavy volume of medical periodicals. "Flat rate boxes" were used as PFS packages, while one customer's mail only required a single, flat rate Priority Mail envelope. The clerk goes to each carrier case that has PFS mail (or to the central location), collects the mail, puts it in a Priority Mail envelope or box, closes it, and applies the G400 label and the address label on the package. When I visited, they ran out of G400 labels and used G10 labels instead. Each package was then placed with outgoing mail waiting for dispatch. The clerk keeps track of each shipment sent. No major issues or complaints regarding the PFS service or its price were ever received by this office. Customers are very excited about the availability of PFS.

[Iowa] Post Office, May 22, 2007

11:00 am

This facility has 17 city routes, 17 rural routes, and four window terminals. A customer folder is established when a customer applies for PFS. This folder contains a copy of the PFS application, G400 and address labels, and any miscellaneous information. A Master Log containing PFS customer information is maintained at this office. A hold mail card with a PFS marking is given to each affected carrier so that the case can be marked. The carrier separates PFS customer mail every day and stores it at individual cases or in a central hold mail location. A window clerk is in charge of the repackaging process. The clerk uses computer generated labels on all PFS packages. I observed all shipments that day. Priority Mail Boxes (13 and one-fifth inches by 12 inches, with 3 inch depth)

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were used for all reshipments. The clerk goes to each carrier case which has PFS mail, collects it, and then verifies that no mail for other customers is included. Then the mail is packaged with the G400 label, and the address labels are affixed on the package. The package is then placed with other outgoing mail waiting for dispatch. The clerk marks the tracking log, verifying that the shipment has been sent. No major issues or complaints regarding the PFS service or its price have been received by this office. Customers are very excited the about the availability of PFS.

[Connecticut] Post Office, July 11, 2007

9:30 am

This facility has 3 rural and 13 city routes, and three window terminals. When a customer applies for PFS, a customer folder is established. This folder contains a copy of the PFS application, the G400 and address labels, and any miscellaneous information. A Master Log containing all PFS customer information is maintained at this office. A hold mail card with a PFS marking is handed to the carrier as a notification to the carrier. Each carrier separates PFS customer mail every day, and stores it at individual cases or in the central hold mail location. A distribution clerk is in charge of the repackaging process. The clerk uses computer generated labels for folks who sign up more than five weeks, but she handwrites the labels for those who are away less than five weeks. I observed all of that day's shipments. Three customers required two containers due to the heavy mail volume. One customer required three

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containers. Priority Mail boxes (13 and one-fifth inches by 12 inches, with 3 inch depth) were used for all reshipments, except one which only required a single Tyvek envelope. The clerk goes to each carrier case that has PFS mail, collects it, packages it, and applies the G400 label and address labels. The package is then placed with outgoing mail for dispatch. The clerk marks the tracking log, verifying that the shipment has been sent. No major issues or complaints regarding the PFS service or its price have been received by this office. Customers are very excited about the availability of PFS.

[Connecticut] Post Office, July 11, 2007

11:25 am

This facility has 17 rural routes and 2 city routes. There are three Postal One terminals at the window and a close out terminal in the back office. There are 7 clerks and one Transitional Employee. This facility, which has 4,000 deliveries, is one of the best performing offices in the district. When a customer applies for PFS, a folder is established that contains a copy of the PFS application, G400 labels, preprinted computer generated address labels, and any miscellaneous information. A Master Log containing all PFS customer information is maintained at this office. A hold mail card with PFS marking is provided to the carrier. Each carrier separates PFS customer mail every day and stores it at a central hold mail location. A Part Time Flex (PTF) distribution clerk is in charge of the repackaging process, and uses preprinted computer generated address labels for all PFS customers. I observed all of that day's shipments. Four customers required three containers per customer due to heavy mail volume. Three

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customers also required two containers. Priority Mail boxes (13 and one-fifth inches by 12 inches, with 3 inch depth) were used for all reshipments. One Parcel Select package with Delivery Confirmation service was upgraded into a Priority Mail PFS package. (This clerk did not know that, under the PFS program guidelines, he is supposed to send all Standard Mail and Parcel Select packages postage due.) The PTF clerk uses rolling stock to move mail to the central hold mail location (there are three such designated locations), collects the mail, puts it in the Priority Mail container, closes it, and applies the G400 address labels on the package. These steps are repeated for each customer with care taken to avoid sending other customers' mail to the wrong address. Each package is then placed with outgoing mail for dispatch. The clerk marks the tracking log indicating each shipment sent. No major issues or complaints regarding PFS service or its price have been received by this office. Customers are very excited about the availability of PFS.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS ABDIRAHMAN TO  
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**OCA/USPS-T2-2:** The following interrogatory refers to your testimony at page 4. You state:

While a clerk may perform some of the in-office functions associated with the preparation of PFS mail for shipment, the higher labor rates for carriers are used for all activities because field site visits revealed that many of the activities are performed by carriers, but also by a range of other postal personnel.

Please provide a list of the field sites referenced above. Please provide any notes taken, summaries or calculations made regarding the field site visits.

**RESPONSE:**

Please see my response to OCA/USPS-T2-1. Also, please see the attached Excel file.

Attachment to Response  
to OCA/USPS-T2-2

# **Field Observations of PFS Repackaging**

Date	City	State	Number of Shipments	Time it took for repackaging		Time per Shipment	
				Minutes	Seconds	Minutes	Seconds
3/22/2007	#	FL	1	3	23	3	23
5/21/2007	#	IA	6	15	0	2	30
5/21/2007	#	IA	2	8	23	4	12
5/23/2007	#	NE	2	7	6	3	33
7/11/2007	#	CT	31	111	23	3	36
7/11/2007	#	CT	20	73	13	3	40
<b>Total</b>			<b>62</b>	<b>217</b>	<b>88</b>	<b>3</b>	<b>31</b>

**MC2007-3**

**United States Postal Service**

**Gregory Dawson  
(USPS-T-3)**

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAWSON  
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE

**OCA/USPS-T3-1.** Please confirm that the existing Premium Forwarding Service (PFS) weekly reshipment fee is \$2.85 plus the Priority Mail fee of \$9.10 which is equal to the postage for a 3 pound, zone 6 Priority Mail parcel, or a total of \$11.95. If you are unable to confirm, please explain.

**RESPONSE:**

Confirmed, although I would characterize the Priority Mail component as a "rate".

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**OCA/USPS-T3-2.** Please confirm that your proposal for a PFS weekly reshipment fee of \$11.95 is the same as the fee currently charged a PFS customer. If you are unable to confirm, please explain.

**RESPONSE:**

Confirmed that the proposed reshipment fee is the same amount as the fee plus postage charged currently.

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAWSON  
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**OCA/USPS-T3-3.** Attachment 1 to your testimony indicates that the average weight of a PFS parcel for FY 2006 was 5.301 pounds.

- a. Please confirm that for mailing purposes, 5.301 pounds would qualify for the 6 pound Priority Mail rate.
- b. Please confirm that the Experimental PFS rate proposal recommended in Docket No. MC2005-1 was based upon the estimated average weight and zone of a PFS parcel of 3 pounds mailed to zone 6. If you are unable to confirm, please show the derivation of all calculated values and cite all sources relied upon.
- c. Please confirm that using the former Experimental PFS pricing methodology and applying the FY 2006 average parcel weight, of 5.301 pounds destinating at zone 6, would result in a Priority Mail parcel rate of \$13.10. If you are unable to confirm, please show the derivation of all calculated values and cite all sources relied upon.
- d. Please confirm that if you added the \$13.10 fee referenced in part c of this interrogatory to the current flat PFS weekly Priority Mail postage reshipment fee of \$2.85, the result would be a total fee of \$15.95. If you are unable to confirm, please show the derivation of all calculated values and cite all sources relied upon.

**RESPONSE:**

- a. Confirmed that a 5.301-pound parcel entered as Priority Mail would pay the 6-pound rate. But see my response to OCA/USPS-T3-4.
- b. Confirmed, but see my response to OCA/USPS-T3-4.
- c. Not confirmed. The experimental PFS pricing methodology ties the price of a PFS shipment to the 3-pound, Zone 6 Priority Mail rate, regardless of the actual weight of the piece. I can confirm that the Priority Mail rate for a 6-pound, Zone 6 piece is \$13.10. Please also see my response to OCA/USPS-T3-4.
- d. Confirmed, but see my response to OCA/USPS-T3-4.

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAWSON  
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE

**OCA/USPS-T3-4.** Please explain why you believe that your pricing rationale that does not rely upon the expected weight of reshipped parcels for the Premium Forwarding Service (PFS) is superior to that presented by USPS witness Koroma in the USPS Docket No. R2005-1 [sic] proposal.

**RESPONSE:**

As I explain in Section IV(A)(1) of my testimony, my pricing relies not only on the expected weight of PFS parcels, but also on the expected PFS-specific values of other cost drivers, including zone distribution and cubic volume. In terms of these other cost drivers, PFS pieces (which comprise equal proportions of Tyvek envelopes and parcels) are quite different from the average Priority Mail parcel of a similar weight. For instance, the average 6-pound, Zone 6 Priority Mail parcel has a volume of 0.90 cubic feet (PRC-LR-18, Attachments.xls, sheet TYAR, cell EX12), whereas the average PFS piece has a volume of 0.26 cubic feet (see Attachment 1 of my testimony). Therefore, the "cubic-volume-related" cost of a typical 6-pound, Zone 6 Priority Mail parcel is approximately \$7.41<sup>1</sup>, while the average for a PFS piece is about \$1.74<sup>2</sup>. Incorporating all of the cost drivers, the average cost of a 6-pound, Zone 6 Priority Mail parcel is \$10.26 (PRC-LR-18, Attachments.xls, sheet Rate Calc., cell F16), while the average cost of a PFS piece is \$4.57 (USPS-T-3, Attachment 1). Thus, the 6-pound, Zone 6 Priority Mail rate cell is a poor proxy for PFS.

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<sup>1</sup> 0.90 cubic feet × \$8.198 cost per cubic foot in Zone 6 (PRC-LR-18, Attachments.xls, sheet Rate Calc., cell F6).

<sup>2</sup> 0.26 cubic feet × cost per cubic foot by zone (PRC-LR-18, Attachments.xls, sheet Rate Calc., cells B6-H6), weighted by PFS zone distribution (USPS-T-3, Attachment 1).

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAWSON  
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE

**OCA/USPS-T3-5.** The following interrogatory refers to your testimony, Attachment 1.

- a. Please confirm that in footnote 12 you applied the Priority Mail Cost Coverage of 149.98 percent (rounded) to the "average cost per parcel" of \$4.575 to calculate a PFS marked up average cost per parcel rate which you then divided by the per piece parcel cost. If you are unable to confirm, please show the derivation of all calculated values and cite all sources relied upon.
- b. Please explain why you did not apply the same cost coverage, 149.98 percent (rounded), to the "per shipment cost" of \$4.076, to calculate a PFS per-shipment rate.

**RESPONSE:**

- a. Confirmed.
- b. In my analysis, I look at the overall cost coverage for a PFS shipment, 136 percent (see page 6 of my testimony). I show separate cost coverages for the labor and shipping components of the per-shipment fee primarily for illustrative purposes, and to demonstrate that the prices take into account the implicit value of the Priority Mail reshipment. Nonetheless, I do not think the Priority Mail cost coverage is the best proxy for the per-shipment cost calculated by witness Abdirahman, since that cost relates to items that are distinct from the typical Priority Mail cost components.

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAWSON  
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE

**OCA/USPS-T3-6.** On page 3 of Attachment 3 of your testimony, you provide survey results for Premium Forwarding Service.

- a. You indicate that 126 offices were surveyed. For the time period associated with the survey of the 126 offices, please indicate the total number of offices offering PFS and whether a selection of a total number of 126 offices provides a statistically accurate survey result in terms of the total number of offices surveyed. Please provide calculations and statistical backup, as appropriate.
- b. You indicate that a total of 421 PFS customers were surveyed. For the time period associated with the survey of the 421 customers, please provide the total number of customers that used PFS and whether the survey of 421 customers provides a statistically accurate survey result in terms of the total number of customers surveyed. Please provide calculations and statistical backup, as appropriate.

**RESPONSE:**

I used these survey data to estimate the instance of additional PFS pieces (see Section IV(A)(1) of my testimony). The accuracy of this estimate is independent of the population of either customers or offices. Because the survey samples offices, the accuracy of the estimate will depend on the number of offices sampled, the expected variance of the variable being measured, and the desired confidence interval of the estimate. Assuming a five percent variance in the number of pieces per customer per week, and with a desired confidence interval of .01 pieces (a range of .02 pieces) at a 95 percent confidence level, the necessary sample size would be 97<sup>1</sup>. Thus, a sample of 126 offices is more than adequate to provide a reliable estimate.

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<sup>1</sup>  $(z\text{-score for a 95 percent confidence level in a two-sided test})^2 \times (\text{variance})^2 + (\text{maximum allowable deviation})^2 = (1.96)^2 \times (.05)^2 + (.01)^2$  (rounded up).

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO  
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

**OCA/USPS-T1-7:** The following interrogatory refers to your response dated August 24, 2007, to OCA /USPS-T1-4(i), pages 1 to 20.

- a. There are several comments from survey respondents regarding the difficulty customers are having in understanding the directions for Premium Forwarding Service (PFS). For example, see "Q4" survey responses 22, 27, 28, 39, 49 and 83. Please explain what the Postal Service is doing to improve the clarity of the written instructions provided customers. If nothing is being done, please explain why.
- b. There are several comments from survey respondents to "Q4" and "Q8" regarding the lack of consistency in the number of days it takes for a PFS parcel to arrive at its destination. For example, see "Q4" survey responses 13, 16, 19, 21, 26, 81 and 107; for "Q8," see survey responses 2, 5, 6, 8, 16, 31 and 33. Please explain what steps are being taken to improve the reliability and consistency in the number of days it takes for a PFS parcel to be delivered. If no steps are being taken, please explain.
- c. There are several comments from survey respondents regarding the lack of postal personnel knowledge about the Premium Forwarding Service (PFS). For example, see "Q4" survey responses 4, 5, 6, 11, 15, 24, 28, 67, 110 and 115. Please explain what steps the Postal Service is taking to inform and train postal employees about PFS? If no steps are being taken, please explain.
- d. Several survey respondents to "Q4" request the Postal Service to offer PFS enrollment via the internet. For example, see "Q4" survey responses 9, 14, 17, 25, 33, 79, 82 and 132. What steps are being taken by the Postal Service to offer the following PFS services on-line: (1) enrollment, (2) change of PFS start and stop dates, (3) change of address and (4) payment options? If the Postal Service plans to offer any of these on-line services for PFS, please provide a time line of when and what services will be available to postal customers on-line. If the Postal Service does not plan on providing the above PFS-related services on-line, please explain why none will be offered.

**RESPONSE:**

My response to OCA/USPS-T1-3 explains the purpose – and limitations – of this qualitative survey's results. These follow up questions seemingly elevate every specific survey response to a matter of critical management focus. While I think such treatment is unwarranted, I would agree that the survey responses are one useful source of feedback to a product manager; this is why my department asked the Postal Service's Office of the Consumer Advocate to administer the

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO  
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE

survey under review here. I would also note that a number of customer responses use the exact same language when responding to different questions, so the apparent level of customer concern illustrated by your iterative cites to responses may also overstate the import of actual customer concern.

As PFS program manager, I field questions about PFS from postal employees on a regular basis. I also reach out to headquarters and field employees: those who are already involved in PFS, and those who have yet to be. (The scale of the Postal Service is so large and the PFS program so geographically concentrated to date that many or most facilities have little to no experience with PFS.) As program manager, I constantly evaluate feedback, looking for patterns, while watching for, initiating, and using opportunities to improve customer and employee involvement with PFS. Specific parts of this interrogatory inquire about responses to customer instructions, timeliness of PFS shipments' arrival, employee knowledge of PFS, and potential online access to PFS. I work on all of these.

I work with various departments at the Postal Service to clarify PFS instructions to employees across the country with a focus on enrollment procedures. Most applicants fill out an application, at least the first time, while working with an employee, so making sure employees fully understand the service also helps them clarify the instructions for customers.

The question about the timeliness with which PFS pieces are received has two major components, one that is somewhat under my control and one that is not. I work to make sure that employees understand PFS and how it operates;

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO  
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this includes the need to enter PFS mailpieces on Wednesdays. If reshipments are not entered in a timely fashion, customers are unlikely to get them when expected. Even if entered per Postal Service guidelines, there may be times when customers' Priority Mail shipments do not reach them in the number of days they wish or on the same day of the week every week. This is unfortunate, but not surprising.

In the role of Program Manager, I concentrate on educating Postal Service personnel about PFS. Reminding Postal Service employees about the details of PFS helps them be more effective in implementing it. Specific initiatives I have undertaken include dissemination of information through internal communications vehicles, including articles in electronic newsletters and magazines for Postmasters; Postal Bulletin information; preparation of signage at Postmaster conventions this summer; and preparation of general educational materials on PFS for postal service employees. I have worked closely with other Headquarters departments that may receive PFS queries to assure that they have the information they need.

I work closely with a team of Postal Service representatives from across the country who are responsible for PFS. Their feedback has helped to assure that the informational materials developed and disseminated meet the needs of employees who deal with PFS customers and potential customers.

A remote registration vehicle could allow for all of the capabilities identified in part (d) of this interrogatory, and perhaps other enhancements to PFS. See the second paragraph of the response to DBP/USPS-1(n).

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAWSON  
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE,  
REDIRECTED FROM WITNESS HOPE

**OCA/USPS-T1-5.** Please turn to the Second Data Collection Report for the Premium Forwarding Service, April 1, 2006–September 31, 2006 (Q3–Q4 FY 2006) (Attachment 1 to your testimony). Please explain the statement on page 2, “A distribution of PFS volume (shipments) by zone for FY 2006 was estimated by recording information from over 15,600 sampled application forms.” Please explain the basis for the sampling, including statistical reliability and degree to which the sample is representative of the universe from which it is drawn.

**RESPONSE:**

From the outset of the PFS experiment on August 7, 2005, pertinent data from all copies of PFS application forms received at USPS Headquarters were entered into an electronic database. These data included, among other things, the origin post office's ZIP Code, the destination ZIP Code, the number of purchased weeks of service, and the purchase payment. This initiative was continued through applications dated February 13, 2006. At that point, the initiative was terminated due to resource constraints. The undertaking yielded 13,659 records. A supplemental study was conducted for the period February 14–September 30, 2006, where one in every ten applications was sampled. This yielded 2,741 additional records. These additional records were necessary for estimating PFS's FY 2006 zone distribution to account for seasonal differences in the travel patterns of PFS customers.

In order to create an estimate for the entire year, the two estimates obtained from the data described above were essentially weight-averaged, using PFS shipment revenue from the relevant time periods as the weights.

The large sample size for both of the estimates ensures that the accuracy of the zone distributions is quite high. At a confidence level of 95 percent, with a confidence interval of 2.5 percent (a total range of five percent), the required sample size for simultaneously measuring several population proportions is 2,038 observations<sup>1</sup>. Thus, each sample is large enough to ensure a sufficiently accurate estimate of the corresponding time period, ensuring that the final Fiscal Year estimate is reliable.

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<sup>1</sup> S.K. Thompson, “Sample size for estimating multinomial proportions,” 1987, *The American Statistician*, volume 41, p. 41–42.

**MC2007-3**

**United States Postal Service**

**Laraine B. Hope  
(USPS-T-1)**

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO  
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

**OCA/USPS-T1-1:**

The following interrogatory refers to your testimony at page 4. You state: "Standard Mail® parcels that do not require a scan or signature at delivery...." Please refer to the Signature Confirmation fee schedule 949.<sup>1</sup> Please explain under what circumstance Standard Mail parcels would require a signature at delivery.

**RESPONSE:**

No Standard Mail parcels now require a signature at delivery. The quoted sentence could have read, "Standard Mail® parcels that do not require a scan at delivery..."

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<sup>1</sup> See also,  
<http://www.usps.com/send/waystosendmail/extraservices/signatureconfirmationservice.htm>

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO  
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

**OCA/USPS-T1-2:**

At page 4 of your testimony, you refer to the weekly Priority Mail shipment sent to customers using the Premium Forwarding Service (PFS). Are all PFS shipments being sent to clients on Wednesday? If not, please fully explain why not and provide the day(s) of the week PFS shipments are made and for each day identified, provide the percent of total USPS PFS weekly volume sent on that day.

**RESPONSE:**

Current policy continues to identify Wednesday as the sole weekly PFS reshipment day.

Policy cannot, however, constrain the wide variety of circumstances that a delivery unit may face, so I expect that some PFS shipments occurred on other days.

I am aware of one system-wide anomaly: prior to the July 4<sup>th</sup> holiday this year, I was contacted by one Postmaster who was unsure when PFS reshipments should be dispatched because this national holiday fell on a Wednesday. I instructed him to use his best judgment given local staffing and that the reshipment could be made either on July 3<sup>rd</sup> or July 5<sup>th</sup> (i.e., Tuesday or Thursday).

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO  
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

**OCA/USPS-T1-3:**

In your testimony you discuss a qualitative survey of PFS customers, lines 19-20 at 9. You also provide a copy of the survey instrument and discuss the results.

- a. Please provide the underlying statistical justification including relevant calculations for the use of 1,007 surveys and the expected statistical reliability.
- b. Please indicate the degree to which the 205 completed surveys are statistically reliable and representative of the universe of PFS customers.
- c. Please comment on the response rate and provide any information you have to explain why only 205 of 1,007 questionnaires received responses.

**RESPONSE:**

a-c. This survey was not designed for statistical reliability, which is implicit in my description of it as "qualitative". All survey respondents volunteered an e-mail address; as such they are self-selected and not representative of all PFS customers. All surveys do not need statistical reliability to generate useful information. The purpose of the qualitative PFS customer survey "was to focus future research efforts." (Third Semiannual Data Collection Report (Q1-Q2 FY 2007), part 5, page 3.)

The survey generated insights and identified areas we may explore in the future through quantitative research. The survey elicited comments and suggestions for PFS that, together with other qualitative information, help me manage the PFS program. The 1007 surveys distributed and 205 completed strike me as sufficient to capture a broad range of customer feedback regarding PFS.

## RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE

### OCA/USPS-T1-4:

In your testimony you discuss a qualitative survey of PFS customers, lines 19-20 at 9. You also provide a copy of the survey instrument and discuss the results.

- a. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for question 2.
- b. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for each of the parts of question 3.
- c. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for question 5.
- d. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for each of the parts of question 6.
- e. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for question 7.
- f. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for question 12.
- g. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for question 13.
- h. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for question 14.
- i. Please provide the written comments received associated with questions 4, 8, 11, and 15.

### RESPONSE:

- a. Question 2:

"Overall, how satisfied are you with Premium Forwarding Service?"

Very Satisfied	132
Somewhat Satisfied	44
Neither satisfied or dissatisfied	8
Somewhat dissatisfied	9
Very dissatisfied	12
Don't Know	0

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO  
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

b. Question 3:

"How would you rate the following aspects of the Premium Forwarding Service enrollment process?"

**Clarity of enrollment instructions**

Excellent	60
Very Good	78
Good	39
Fair	18
Poor	6

**Ease of enrolling**

Excellent	55
Very Good	72
Good	43
Fair	17
Poor	14

**Confidence that enrollment has been recorded correctly by USPS**

Excellent	61
Very Good	85
Good	24
Fair	22
Poor	10

**\$10 enrollment fee**

Excellent	36
Very Good	40
Good	60
Fair	32
Poor	32

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO  
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

Overall enrollment process

Excellent	42
Very Good	80
Good	45
Fair	24
Poor	7

c. Question 5:

"Overall, how satisfied were you with the *delivery of mail to your temporary address* using the U.S. Postal Service Premium Forwarding Service?"

Very Satisfied	114
Somewhat Satisfied	56
Neither satisfied or dissatisfied	4
Somewhat dissatisfied	17
Very dissatisfied	11
Don't Know	0

d. Question 6:

"How would you rate the following aspects of the Premium Forwarding Service *delivery process*?"

Start up of your service in a timely manner

Excellent	114
Very Good	49
Good	19
Fair	9
Poor	13

# **RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

"How would you rate the following aspects of the Premium Forwarding  
Service *delivery process*?" (continued):

The time from mailing by the Postal Service to delivery at your temporary address

Excellent	70
Very Good	62
Good	29
Fair	22
Poor	18

Receipt of all of your mail

Excellent	99
Very Good	50
Good	26
Fair	11
Poor	15

Consistent receipt of your mail at the same time each week

Excellent	65
Very Good	50
Good	32
Fair	28
Poor	26

\$10.40 fee for each weekly shipment

Excellent	39
Very Good	43
Good	54
Fair	39
Poor	26

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO  
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

e. Question 7:

"Was the Premium Forwarding Service you requested provided in accordance with the service description you received?"

All of the time	94
Most of the time	82
Sometimes	21
Never	4
Don't know	2

f. Question 12:

"How likely are you to recommend U.S. Postal Service Premium Forwarding Service to someone else?"

Very likely	132
Somewhat likely	41
Neither likely nor unlikely	6
Somewhat unlikely	11
Very unlikely	10

g. Question 13:

"If you had the need to temporarily reship your mail again, how likely are you to use U.S. Postal Service Premium Forwarding Service?"

Very likely	144
Somewhat likely	30
Neither likely nor unlikely	6
Somewhat unlikely	7
Very unlikely	11

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO  
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

h. Question 14:

"If you could enroll in U.S. Postal Service Premium Forwarding Service via the Internet rather than going to the Post Office, how likely would you be to make use of this option?"

Very likely	122
Somewhat likely	44
Neither likely nor unlikely	13
Somewhat unlikely	7
Very unlikely	14

i. See the Attachment below.

Q4. How would you suggest that the Postal Service could improve *the enrollment process* for Premium Forwarding Service?

1. DO AWAY WITH
2. By enabling the customer to enroll online. Also, the fees are too high.
3. No suggestions. The Agent was very knowledgeable, pleasant and helpful. It was painless and efficient.
4. My local post office didn't know about the service and it took 30 minutes for them to figure out what forms / procedures to use.
5. Seems to me that more than one person should know how to do it - and that one person should be familiar with the requirements. It does not inspire confidence to do the paperwork and then have them ask someone else if it was done correctly. Picked up the paperwork and made 4 copies and brought it in and they said they do not do that anymore - brought in labels I had made up as it was easier than last year when I hand wrote them all - glad I did as they had not mentioned that I should bring them in when I brought in the paperwork. Seems to work pretty well, but the delivery to the other end is not predictable - some weeks it takes 2 days and some weeks it takes 6!! Wide variation!! It is a good service, the glitches just need to be worked out.
6. Very few people know about the service.
7. our satisfaction with the enrollment process is based on the follow-up service
8. It would make it a lot simpler if the service had some way of making address label to post on the packages. That would make consistence of delivery more accurate.
9. Being able to enroll for the service on line would improve the process.
10. Drop the \$10 fee-your paying for the service and thats enough-or a 1 time pay and your done. Forward mail twice a week vs. the 1 time now. What is the advantage to this vs just forwarding your mail?
11. Make certain that more clerks/supervisors within the P.O. Branches are familiar with the service.
12. I had to stand in line for 10 minutes and then the enrollment took at least another 10. I think the \$10.50 weekly fee is just a tad high considering that regular mail forwarding is free.
13. this year my premier forwarding comes in five days instead of two. it is a flight away and shouldn't take that long.
14. Original should be available on-line. Extension should be available on-line. Currently it says you have to go back to your original PO for extension. How stupid is that? My forwarding PO had to send a letter back to home PO with a check to extend and I have no way to know if it worked.
15. 1) better training of the postal cherks, many don't know how to do the forms etc. 2) offer services-extensions, changes

and payment via web site or e-mail, so I don't always have to come to the post office for this service which I use on an ongoing basis 3) train mail carriers to advise each other when they go on vacation etc., as I still get mail delivered by a carrier covering for my regular one when he's on vacation of off work 3)

16. late once by 4 days
17. Maybe put the whole thing on-line, so I can subscribe from your web site.
18. The mail should be bundled up and sent twice a week. Many credit card bills can be paid late because of the one week delay in the present once a week service service.
19. WE have had 6 weeks of forwarding mail, the first one took 11 days to arrive as did the second one, the next one took 14 days, the next one 6 days the next one 7 days and the last one was only shipped yesterday so of course it has not arrived. This is much longer on all but the last two than we were told. However it still beats waiting until we get home to get it.
20. I given two different instructions by two different people. It would help if everyone was on the same page regarding the rules.
21. It should get here the same day every week
22. Paperwork is confusing. Does 'Start date' mean when first shipment occurs or when mail is held for first shipment? Does mail wanted shipped on first ship date go on 'Hold'? I have enrolled so many times that the \$10 enrollment fee is frustrating. Why do I have to pay an enrollement fee every time if I use this program every two or three months? I would like to be able to set this up online. The Premium forwarding should include 'Delivery Confirmation' because last week a 'Premium Forwarded' package did not get to me and all the post office can say is that it was shipped on last Wednesday. If you won't include Delivery Confirmation, allow me to purchase it.
23. This last fall when the PFS was to start, mail continued to be delivered to our home. After that was corrected, one weeks mailing had our address and everything in the box was for someone else. After a few more phone calls, that was corrected. Since December, everything has run smoothly. I was told the first problem was because of a substitute, that should never happen regardless of substitute or regular carrier.
24. Better training of postal clerks. The clerk that I dealt with knew very little.
25. put the forms on the internet so you could have filled out and then take to the post office for acceptance
26. sometimes took five days, but usually three. I thought it was supposed to take two days?
27. The enrollment forms are a little ambiguous related to start and stop dates and the hold until pick-up dates at the local PO. Once one knows that our PO does the reship on Wednesdays, it is easier to figure out what ship dates are to be used and how many ship dates to use. It is easy for use to go to our local PO, but on-line application would be easier. As to Q #5, sometimes the staff person doing to forwarding is on vacation, and our delivery is a few days later than normal. This does cause anxiety on our part as to the status of our shipment. The local PM, should exerceise more control over this issue.
28. Instructions were unclear and the postal workers--having had very little experience with this service--were not very helpful. Also, I didn't find out until after waiting a whole month for my missing mail that the service is not available at all postal locations, including the one at my university where I needed this service. So clearer instructions and a list of whether the service is available for either the customer/postal workers, or both.
29. In AZ it is impossible to reach the post office by telephone (ALWAYS busy), and visiting the post office takes at least an hour. You take a number and wait a long time before someone helps you. Twice I've had forwarding orders disregarded long before they are supposed to end. The P.O. simply stops forwarding for no reason! So I've stopped using the post office entirely. I can't reach them by phone and can't take so much time to stand in line, so now I just use Fed X and UPS for everything.
30. Train all postal clerks at the Va and Fl post office on this service. Some of them do not know what it is. Provide for enrollment via the internet
31. I was not advised at signup that I would have to pay additional postage on a package that was supposedly too large to put in the priority mailing box. Should be better explained at signup! What do you need a \$10.00 enrollment fee for? I feel like you are soaking me enough for the forwarding fee! Why heap insult on to injury? You gouged me for over \$200.00 as it is! Maybe the fee should be graduated for the longer term "Snowbirds"?!
32. The service as is worked very well for us.  
Provide the online enrollment.
34. employees need to be trained better; still questions about filling out "STOP MAIL" yellow form in addition to Premium Forwarding; PFS instructions do not tell you to do it but local PO wants yellow card filled out

35. The latest system is perfect as far as I am concerned.
36. The first time I enrolled (12/2005) no one seemed to know anything about the program. I had to educate practically every postal worker until I finally found a supervisor who was familiar with it. The second enrollment process (12/2006) went much smoother and the postal worker appeared better informed.
37. The post ofc employees were not knowledgeable about this service or procedure. The p.o. where I filled out forms did not send the form to the p.o. where my mail is proceeded so much of my mail was sent back to sender because they said they had no forwarding address.
38. Only difficulty I had was some employees not being familiar with the enrollment process.
39. Re-write the instructions as to the beginning and ending dates. This area is confusing to the customer and to the postal employee trying to explain them.
40. Would really like to do this online instead of waiting in line at post office. Not all clerks seem to be familiar with how to fill out the forms.
41. The enrollment process was smooth but only because I had previously reviewed the information on the USPS Website. Suggest you include a legible copy of the form on the website so people can come prepared with ALL the information required on the form the first time. The photo of the form on the website is barely legible and not usable to prepare information in advance.
42. Reduce the enrollment fee
43. A training program for Postal employees. I seemed to know more about it than most. There was only one employee at my post office that was familiar with the program.
44. Available on Internet. Training of employees on its use.
45. If enrollment was possible online it would make the process more user friendly.
46. In my opinion it is a bit too expensive. Be able to delete certain types of mail such as periodicals from being forwarded or at least to have them deferred until other more important mail is in for forwarding.
47. Allow enrolling via the internet. Eliminates a trip to the post office.
48. Let patrons enroll online
49. clearly state instructions
50. NA
51. train employees, have instructions available online for customer viewing, fee too high
52. I liked the old method of leaving a refundable deposit at the local Post Office and they withdrew funds as they forwarded mail twice a week. By leaving enough of a deposit, if you extended your stay, funds would be available for the additional time. I would like to extend for another week and it is awkward to continue with the prepaid amount.
53. make renewal available online or via phone. I have tried to renew mine by phone but told I had to come in person to do so and that is not possible all the time
54. available online would be helpful, with security though.
55. Allow for on-line enrollment
56. Instructions confusing, employees were helpful
57. The form does not explain clearly what dates you should use. The office that I picked the form up from I had to take back two times before a clerk was available that understood the program. Your employees if they are working the window need to be better trained.
58. It would be helpful if the forwarding address could be changed when we move around as we are mobile some of the time we are not at home.
59. the once per week delivery was too infrequent.
- You need to have this automated - in other words available for enrollment online. Bare minimum to extend it should be allowed online. In this day in age to have to go the post office to accomplish it (when you can have mail holds executed online) is adding difficulty to what should be an easy process. Bare min. you should be able to extend it (and pay for extension) online.

61. Training local staff. Each of the two times I have taken the form down to my local post office to enroll, the clerks do not know how to code the service into the register. They end up calling the main post office for instructions, making the enrollment process much longer than necessary.
62. Most post office employees know nothing about this service. I work out of town and every couple of months I am in a different town or state. In June 2006 before I went on a job in Colorado I called the post office to ask about a forwarding service that I was told about. They told me that there was no such service and the only way I could receive my mail was to change my address. A week after I was in Colorado my brother in law sent me the Premium Forwarding Service application that he had told me about so he would not have to bother with sending my mail every couple of weeks. In Colorado I brought the filled out application to the post office and was told I had to personally hand the application in to my local post office. It was three months before I could get back home to start up the service. I am happy with the forwarding service now that I have it set up but getting it started I feel was difficult due to lack of employee Of the Premium Forwarding Service and not being able to get it started while I was out of town.
63. Have postal employees more knowledgeable on the program and more familiar with the registration process.
64. Give us a more feixable ending date
65. The enrollment process is not the problem
66. To have more knowledgeable people at the local post office
67. Postal employees are not familiar with the service and the enrollment process seems cumbersome. Process should be clarified and available online. The cost is a little high. I would use the service for a longer time if the price was lower.
68. The enrollment proces depends on your counter person.. I have a lousy one so enrollment wasn't easy.. The enrollment fee should be charged once at each Post Office and \$10.00 per week is too expensive.. An address change should be able to be done on-line at no extra charge. A lot of seniors travel, they have paid their dues and their taxes, no need to gouge them one more time.. maybe a senior reate would work.
69. Don't let it degenerate as so often happens when a business tries for "new and improved". Always remember that your primary obligation is to expedite mail service to the citizens of this country.
70. It works and works well. What more can I say.
71. Remove the enrollment fee and amortize the cost over a predetermined period.
72. The instruction for putting your stop date for the service is very confusing. The question needs clarification.
73. Some of the employees do not understand the program. Mail during the holidays is very erratic and comes as much as a week late.
74. Have your people at the post dffice better trained to enroll customers. Have a chart to help people calculate the number of weeks the service is required. Eg, How many weeks are there between 12/15 and 5/1?
75. Hire people that know there job and are qualified. also they should speak english and are citizens of this country. We have too many citizens that are out of work and should be given first preference
76. Eliminate Fee. Ensure paperwork does not get seperated. My mail was not stopped as requested because I failed to prepare toe yellow card - so I was told. This was incorrect. I prepared the yellow card with the application form and everything was checked by the counter clerk..
77. We do not need catalogs forwarded.
78. If all tellers are familiar with what to do, I would continue to let them handle the process. My experience took too long and it caused a long line to form at the window. Only one teller was "open". Someone else besides the teller could of possibly assisted me with the process.
79. Make enrollment available on line.
80. Mailing dates are not clear. I feel that the \$10.00 enrollment is excessive.
81. deliver more promptly
82. Allow for doing the whole thing on line.
83. The presence of both an "end date" and a "last shipment date" (in a greyed out box) is somewhat confusing. Suggest that only start, last ship, and resume dates are used -- all filled in by the applicant. In the box for last shipment date add the words: "must be a wednesday". To end any confusion I have been filling the last ship date even though I am not supposed to!

84. Since it was my first time I did not understand the enrollment form very well but the people at the Post Office were very helpful and the overall process was good.
85. I think \$10 enrollment fee is too much when you pay for the service of forwarding. The mail could be forwarded for free otherwise.
86. Just make sure the postal employees are aware of how the enrollment process works.
87. I think the period of time after your last hold is sent should be the same as a regular hold...30 days after the last forwarding.
88. Allow online processing Also, the start/end dates are somewhat unclear. Even the postal worker was confused by them
89. Do away with the enrollment fee. If revenue is an issue make it part of the cost.
90. I cannot see any way to improve upon this excellent service. My local post office supervisor called personally to go over the details and to tell me what days the mail would be collected and sent. All of my mail has been forwarded regularly and I am very pleased with it. I love the fact that none of the senders know where I am and that address correction requests do not have to be made since I am at a temporary residence for just a couple of months. Great service! and fairly priced in my opinion.
91. One week in was delivered on the following Monday instead of Friday.
92. 1. shorten the form. 2. If return date changes a contact to lengthen the forwarding date.
93. Be able to enroll on-line.
94. Have had no problems,so don't have suggestions for improvement
95. Better instructions for the Postal Workers to use in completing the transaction. Because it isn't used often in smaller communities, there can be some confusion.
96. You could send an e-mail informing the customer that the service was initiated so that the customer would know that the request and payment had been processed. I believe that paying a \$10 enrollment fee as well as paying \$10 per shipment is exorbitant. For this price the time enroute should never be more than two days. A mailing that was sent from my home post office on Wednesday did not arrive until the following Monday on several occasions.
97. would be great if you could do it on line and pay with credit card
98. No suggestions for improvement.
99. Ability to do it all on-line, if the is not already available.
100. Permit enrollment over the web.
101. The service should be available on-line because postal clerks are very confused about the form and not helpful.
102. Your instructions should include approximations of when to start in regard to start and when to stop--figuring when the P.O. will send it out and how long it will take. Fortunately my local post office (MA) was very helpful
103. Allow people to enroll online. Most importantly, make sure that the enrollment is properly recorded and implemented. This service isn't cheap. It is maddening to spend a bunch of time at a post office setting this up and paying a lot of money, only to have it not work for weeks on end.
104. being able to enroll on line from usps.com Other comment-- sometimes not often a piece or two of mail misses a delivery and it always seems to be a time sensitive invoice and I get a late charge from the vendor... other wise everything is great...
105. Reduce weekly fee of \$10 by half. Ship twice per week. It used to be free but service was unpredictable.
106. once I have signed up for the service, I would like to be able to sign up again on line and pay by credit card
107. Our mail sometimes does not arrive within the forwarding Priority Mail window of time. I think we should be credited for the charge when that happens.
108. Educate your postmasters to this service. Went to two major post offices before finally finding a veteran employee who was familiar with the program.
109. The regular forwarding service should be adequate. We were not getting everything so we are now paying \$10.40 a week to get things. Forwarding was better when the local mailperson was doing it all. Putting things in a computer someplace other than the local postoffice just made a mess out of it.

110. Train all your postal clerks in the enrollment process
111. I found that contacting the PO receiving the forwarded mail helps it go smoother. Perhaps the form could go to both sending and receiving PO
112. Overall, I am very happy with the service. I can expect to see my mail delivered at the same time each week.
113. I think you should only charge the user "once" for the \$10.00 enrollment fee, not each time the user wants to use the service. A Passport fee is good for several years, why can't this user fee be good for more than one time??? It should be good for at least 5-years. DH.
114. The only bad experience we have had with the forwarding service is that mail was put in our box after the premium forwarding started we were not home for 2 months so we had a mailbox with a few days of mail in it that we did not receive. The post office was kind enough to call us to make sure we knew that a mistake had been made, which we were very appreciative. We love the service but wish we could sign up online.
115. The only problem I encountered was that the postal service desk clerk was unsure of how/what to do -- maybe because it was a new service? So I guess my suggestion would be that the clerks know what's going on . . . Otherwise it was great!
116. Give training to the postal staff so they know what it is
117. Excellent. Compliments to the service clerks in CT handling this so well!!
118. It would be easier if there was no \$10 enrollment fee. I would rather pay like 25 cents or 50 cents more per week. I think that you would recoup the cost. It would make it more worthwhile to do it for a few weeks. I do it pretty long term, and it would cost me more than the 10 dollars, but I could do it in between for short periods of time also.
119. The service was slow in the beginning, but is now very good to excellent.
120. Allow for online enrollment. My post office won't provide forms beforehand. I have to wait in line just to get a form, then go fill it out and then wait in line again to be processed. It's very inefficient. Also, most staff don't know how to fill out the form, so I have to wait for someone who is familiar with it.
121. Allow online application.
122. Be able to do it online.
123. This program has been fantastic! In MI postoffice has done a fantastic job and we are so pleased to get our box each Friday. Last year it was a nightmare just having our mail forwarded to AZ. Even bills did not get here and we only got 1 of 3 gas bills. We just couldn't take the chance this year. But this program although not cheap has been a great thing. And even fun to get those magazines etc. BUT AGAIN IT IS MI WHO TAKES CARE OF IT AND SHE HAS BEEN GREAT!
124. The first time I enrolled my mail was forwarded correctly. The second time the mail was never sent. I should have asked for a refund but didn't. I have not used the forwarding service again.
125. Most Postal Service workers did not know how to do the enrollment without getting help from someone else, or how to fill out the form correctly.
126. I haven't received my forwarded mail for three weeks!!!! Very Poor Service!!!
127. 1. Make it possible to enroll on-line. 2. Enrollment fee for each destination is excessive - there should be 1 enrollment fee for any number of forwarding addresses for a period of service. 3. Most "snowbirds" are on fixed incomes and the cost has severely impacted our winter budget. 4. We are most unhappy!
128. Online enrollment would be better since there is little knowledge at the local PO on how to handle the enrollment.
129. Would love to see the enrollment process available on the USPS website.
130. Train the USPS counter personnel better. Each time I've used the service (7 times now, I believe) NONE of them (anywhere from 1 to 4 on duty at the same time) could correctly compute the cost and did not know to which USPS "accounts" the charges should be entered. Each time it required a supervisor from the back to come out and lead them through the process. And each time no one knew the correct account numbers to use (including the supervisor) and had to search until they remembered where they had written the numbers down from the last time. This delay usually aggravates the customers who are waiting in line behind me...they get angry with both the USPS ...and with me for taking up so much time at the counter. I suggest including the account numbers on the enrollment form so they won't have to search for them. Even though I now have the proper account numbers written down and can tell them. They don't want to take my word for it and so have to search anyway. I am a customer at the [redacted] and was told I was the first one to use the service there and apparently it is still not used much because the personnel seem to be so unfamiliar with it.

131. Have forms ready to pick up in the Post Office lobby.

2. I would like to do the enrollment over the internet and pay with a credit card.

Q8. How was the description of the service different from the service that you actually received?

1. WAS SUPPOSED TO BE HELD FOR ONE MONTH, WAS DELIVERED TO IN-LAWS AFTER TWO WEEKS. OUR OLD POST OFFICE WOULD ALWAYS HOLD WITHOUT THIS PAID SERVICE. DOESN'T SEEM RIGHT.
- 2 out of 7/8 weeks, the mail was received late.
3. I do not think it was different.
4. 1) I was still receiving mail at my home and at the forwarding address. 2) I paid for 12 months of the Premium Forwarding Service yet only received 1.5 months which the USPS decided to cancel with no direction on my part 3) Because I'm working out of state I haven't been able to visit my local post office where I paid to get my money back
5. The delivery date at the forwarding address is not consistent
6. Didn't arrive in a timely manner each week. One week we didn't get the mail until the following week.
7. mail arrival time is variable. Mail is still being delivered to address that was to be forwarded.
8. On several occasions mail we expected to see on Friday were delivered on Monday.
9. Last summer we missed our package for over a week. When we checked on it, the package had been sent, but it took two weeks for it to be delivered. This week our package was put in the package box with another person's mail. Luckily that person knew us and brought us our Premium Package. Otherwise, we might have waited a week for this package. I think the person who delivers our mail is an independence contractor and that may be the problem.
10. The first delivery took almost 2 weeks to receive my first package. My main complaint is the irregularity in delivery. Some Fridays, one Saturday and one the following Monday!! I would like to see more consistency in deliveries.
11. not. except for the non guarantee about when I will receive it.
12. 1st week was delivered after 2 weeks. 2nd week and third week delivered two days apart in 3rd week. 4th week OK. It is currently the 7th week and I have only had 6 deliveries. The last one I received on 2/16 and it was well over two weeks since previous. Priority package (sent in mid January from Oregon) was not forwarded at all.
13. many postal clerks don't know how to set this up at the post office days I receive my box of mail varies from Friday to Monday
- as I said before, the shipment was 4 days late once. Called local office and they had no record of when it was shipped. For this premium, you should know exactly where it is at all times. Fedex knows/
15. Once it was later than anticipated but upon calling I learned that it was on its way
16. Very inconsistent delivery. Sometimes I'd receive the mail on Friday, sometimes on Saturday, sometimes on Monday.

The people in thought it would arrive in 5 to 7 days instead of 11 to 14 days in several cases.

In one instance the post office did not start the service for two weeks after it should have started. I had to call them to get the delivery started. Their response was that the paperwork had been delayed to start it. As explained earlier, I did not receive a package last week and now no one knows where it is.

19. The mail was not consistently delivered each Friday. During the Christmas and New Year holidays, the mail took up to 2 weeks to be delivered. Also, some weeks that were not holidays, the mail was delivered on Saturday, not Friday.
20. See #4 for the problems we encountered.
21. I was told that mail would be delivered by Friday of each week. This does not always happen.
22. Our name was not always put on the envelope. The envelopes were not always sent weekly as promised.
23. The forwarding by the local postmaster was flawless. We elected to forward to general delivery in several cities as we travelled. Unfortunately the MAIN post office in a city is not necessarily the branch receiving general delivery mail. The branch receiving general delivery mail should perhaps be defined on your website for each city. For us it would avoid lost mail, as our mail travelled around for two weeks or until we left.
24. arrival day not consistent. The mail was shipped on Wednesday. It sometimes arrived on the following Monday, sometimes on Saturday and once on Friday.
25. See previous remarks- sometimes the staff person assigned to forwarding is on vacation and our mail is not shipped until that individual returns to work, thus delaying our mail and causing anxiety on our part as to where the mail is and is it safe.
26. I was not told that the service was not available at all locations until weeks after I had enrolled.
27. Not always reliable.
28. The first time I requested the service, it was not started until I called (lost the order). The current (second time using the) service is working perfectly.
- Initial description was pretty skimpy. Wasn't told about having to pay more postage for a package that was SUPPOSEDLY to large for mailing box. I don't think there was any attempt made to put it in a mailing box, just stamped "POSTAGE DUE" and sent it. Had to pay the additional fee just to get the package no procedure or policy for contesting the choice to send it "POSTAGE DUE" instead of putting it in a priority mailing box! I'm sure it was simpler just to stamp "POSTAGE DUE" and get rid of it. I think it should have been boxed and then sent!
30. not always mailed on scheduled day; no consistency to when it is received; no dates stamped on Priority Mail envelope to see when it is actually mailed; when problem in receiving & call made to initiating PO, no one can tell you anything other than it was shipped & date; no way to follow up when not received
31. Mail was not sent every week during the 6 weeks of my stay in even though I get a lot of mail. Sometimes it took 2 wks to be delivered to temp address after it was sent.
32. Usually it took 2 days, but a few times it took 3 days to receive my mail
33. I was assured that the mail would be delivered in two business days. It sometimes takes a week.
34. Pretty much what I expected.
35. The mail is forwarded on Wednesdays but unclear what time of the day. One time when I checked with the local Post Office, the mail had been packaged in the morning (before the day's delivery) but held until the afternoon before being sent out. Also, the mail is manually / handwritten addressed each week leading to a lack of confidence that this will happen consistently each week without error.
36. Was told 2-3 days receipt from mailing. The last week was seventh day. That day was the day before my leaving the temporary address.
37. My regular mail carrier tried to leave mail after the start date and my neighbor had to straighten it out. I have received all of my mail after that.
38. It has been improving each time I use it, so I assume as employees get more used to it they become better at it. It was obvious they had very little if any training on how to fill out forms, etc.
- We encountered one problem: one week the postal carrier on the receiving side (where we were on holiday) didn't leave the scheduled Priority Mail box at our mailbox. He left a notice card indicating he would redeliver or we could pick it up at the local post office (no reason was checked as to why - perhaps he thought we were no longer there). We left a note for him to leave it at our mailbox. Instead of receiving the box on Friday we received it the following Monday.

Not all magazines were mailed on a timely basis

was not shipped at predictable intervals, did not arrive for 7 or more days, did not believe all mail was being forwarded

42. I paid for an entire year but received mail sporadically and sometimes only monthly with mail that had been sitting for the past month. When I would call to inquire with the local post office I would always get the runaround and transfer. No one ever seemed to be responsible for the problem
43. we were led to believe it would come on the same day each week but it hasn't. the first week was sent on the second week we were gone. they said it would be sent on wednesday and we received it on friday which was good, but since then its either received on friday, saturday or mostly monday.
44. n/a
45. Last year twice the mail got delivered to my mail box in Ct. There was a temp that did not forward right. Other than that it has worked ok.
46. I didn't know it would only be once per week. To be more accurate, I didn't understand that clearly. I can't say no one told me, I just didn't understand it.
47. One employee should be responsible with forwarding and printed labels should be made using the customers' exact address instructions.
48. My mail was not delivered the week of Thanks Giving. I paid for it to be delivered every week and one week was missed.
49. It was pretty much as it was described. We did experience some small delays during the holiday rush
50. N.Y. P.O. did not dispatch mail packages in the timely fashion as contracted. We contracted for 4 weeks, and 2 out of three were many days late, and made me so concerned each week that I was regularly calling the P.O. , and lost my sense of confidence in the US Postal Service.

The first time I used the service there was confusion at the end of the time period. My mail was held and not forwarded at all. I could not get any information online or on the phone. The most recent time was handled much better.

52. not timely

53. Service was requested for 5 weeks. The first 3 weeks were on schedule, mail received on Friday. The 4th week we received no mail delivery. The 5th week we received mail mid-week (our 4th delivery). Because of the delay in delivery, our temporary address was only valid through the day of our 4th delivery as stated on the enrollment form and the service was to terminate on that date. We were contacted by phone after our service termination date to provide an address for the 5th delivery, which we did receive.
  54. Current forwarding has been consistantly excellent. In the past, there were inconsistant delivery days a few weeks. Overall, I am very satisfied with service.
  55. Mail was not delivered as quickly and delayed during Holydays.
  56. I recieved many of my neighbors mail
  57. I was suppose to receive the mail by Saturday or sooner. To date, three(3) envelopes of the first six(6) were not received until Monday. The cost has more than doubled and the service has slipped.
  58. N/A
  59. I paid for PFS for (4) four weeks based on mail to ship on Wednesdays and to receive on Friday or Saturday. This is what I was told. Two of three weeks, we received our mail on Mondays. Because of this, I called to hold the last shipment because we did not want to take the chance that the mail would not arrive by Friday or Saturday since we were at our permanent address on Monday.
  60. Length of time for delivery is 3-4 days instead of 2-3.
  61. took 3 days to get mail last week
  62. One week we received nothing. We were waiting for checks and bills so it was upsetting. The rest of the weeks we got the mail in 2-3 days.
- The first year there were problems with the starting date of actual delivery and the agreement. This year deliveries have been consistent.
64. Almost every other week, I receive someone else's mail.

65. Last year when we did the premium forwarding, the mail carrier managed to send other people's mail. Other than that, this year there were no other household's mail in ours.
66. One week the mail did not come and it would arrive inconsistently either Thursday, Friday, or Saturday
67. Did not receive the second weeks mailing. Service was cancelled in error by origin post office
68. Late not deliver on a Friday. It came on Monday.. If there was a problem it should have been delivered Saturday.
69. Some mail still delivered to original address. Would still be there if wife had not traveled there on family business. Phone call to the post office suggests that carriers, probably substitutes, were not following protocols when separating mail for delivery. The regular carrier knows we are not home.
70. no difference
71. This service was described as high-priority two-day service. The service was not consistently two days.
72. Delivery was very inconsistent.
73. My mail only had to go 80 miles from the originating post office to my temporary address. The mail was sent on Weds and I never received it before Friday and most times on Sat and some times the following Monday and one time it was Never sent and I had to go the post office to get it!
74. It didn't actually work for several weeks (weeks that I paid for, by the way), necessitating a neighbors intervention and multiple phone calls to the post office.
75. Mostly good but having to call the home post office to see where our mail was is a bit disappointing
76. We are not happy with not knowing whether our forwarded mail will be delivered Fri. or Sat.
77. USPS missed last delivery and had to modify the receiving location.  
It was just as I understood it to be.
78. Delivery was not ALWAYS on the same day/time.
80. Slow at the beginning, then very good.
81. n/a
82. One week I had to call to remind them to send it
83. Winter deliveries have had problems due to weather
84. OK
85. The first time I signed up for the service, I did not receive the mail. I contacted my Post Office and discovered that the zip code was incorrect on the package (although I had it correct on the form). She assured me that it should only be a few days late. It took 2 weeks to receive the first 2 packages. The zip was never changed, but we did eventually receive everything.
86. Poor Service!!! Still waiting!
87. Some weeks mail arrives in 2 days, others in 3, but overall, very good service, even though some weeks I receive a yellow slip, as if my box were full, so I wonder if all my mail has made the shipment.
88. The first scheduled weekly mailing was not done but subsequent mailings were.
89. a week was missed because the person responsible for handling was on vacation. Another time there was a delay on startup.
90. 2 or 3 times the mail was forwarded to the wrong address (correct street but wrong house number). the mail is supposed to be forwarded from each Wednesday and reach me in each Friday. sometimes it arrives on Saturday (ok) but once or twice not until Monday or even Tuesday.
91. In one of the start ups the main person handling the Forwarding service was ill. I had to call to get the service started. After that initial failure the service has been fine. at the facility is excellent.

Q. 11 How would you suggest the *delivery of mail to your temporary address* using U.S. Postal Service Premium Forwarding Service could be improved?

1. SUGGEST HELD AT POST OFFICE. WHAT IF I DIDN'T HAVE RELATIVES CLOSE BY?
2. Really, this is a very important and much appreciated service. We live in \_\_\_\_\_ months of the year and this service has been wonderful. The ONLY suggestion or request is to somehow limit or eliminate the "third class" mailings. While our mail is being forwarded it would be better not to receive a large bundle of mail with 50% + being 'third class' mailers and catalogues which we just throw away because they are not very relevant in \_\_\_\_\_ THANK you for the Forwarding Service.
3. All post offices should know about the service and be able to implement it.
4. If it could be predicable, that would help. Expect it every Saturday.
5. We got mail that did not belong to us and we had to send it to the proper owner. This was a bit of a hassle because I had to buy a larger envelope and take it to a post office to mail. We have had our mail forwarded in the past and it did not work very well. This year was much better but the cost seems much too high.
6. Arrive each week.
7. No improvement necessary.
8. Delivery of all of our mail
9. It would be nice if the collecting agent would not put fliers and other junk mail into each daily package.
10. A more alert delivery person to our PO Box (to a substation box) would be a help.
11. Clarify Item 9 for the user. My understanding was that ANY amount of mail was covered by the \$10.40 weekly fee, unlike the previous twice per week system; i.e. the P.O. would just use a bigger box to forward ALL the mail, as necessary.
12. Please see above note.
13. why can't it come right to me. how long does it sit in : \_\_\_\_\_ waiting to come to \_\_\_\_\_ ?
14. Do it in timely manner. Send all mail even if extra postage required. \_\_\_\_\_ PO seems to do it at random times.  
PO delivered to wrong address - neighbor had to bring it over.
15. see previous notes
16. Reduce multiple forms for each temp address.
17. Tracking

Not sure, it doesn't arrive on the same day every week.

Twice a week delivery!

20. Faster service

21. delivery same day each week

22. Provide Delivery Confirmation with this program or allow me to purchase Delivery Confirmation for this program.

23. My only comment is that the service work as it should, all the time.

24. I would rather enroll online.

25. The forwarding by the local postmaster was flawless. We elected to forward to general delivery in several cities as we travelled. Unfortunately the MAIN post office in a city is not necessarily the branch receiving general delivery mail. The branch receiving general delivery mail should perhaps be defined on your website for each city. For us it would avoid lost mail, as our mail travelled around for two weeks or until we left.

26. We would like to apply on-line, now that we know more about the system.

27. Making this service available at ALL postal locations or even to all legitimate mailing facilities, including other commercial mail-receiving locations.

28. Be 100 percent reliable.

29. Fine the way it is now.

30. More conscientious handling.....

31. The service worked just fine for us.

More than one shipment per week.

33. stamp date mailed on envelope; some way to track lost or late shipments

34. Fine, as is.

35. Find out why zip did not deliver the box when they got it. It obviously was not handled as a priority or first class.

36. End of service instructions are confusing, and hard to figure when to end. Possibly more clear info on how long the last shipment would take.

37. Better cooperation by the Postal service on the temporary end

38. Nothing, other than the time it takes to get there, as I have previously noted.

39. Since it only costs a little over \$8 to send in the mailers that you can fill regardless of weight, why do we have to pay \$10.40 for prem.? The forwarded mail is just sent in a plastic bag no bigger than the \$8 box. Enrollment fee too steep also.

40. The startup did not work - After two weeks without receiving mail I had to call the Post Office to get them to send the mail. Not sure what the problem was. The mail is manually addressed and the weekly tracking is manual on the back of the form. This should all be computerized, especially the mailing label. I can print barcoded exact mailing labels with postage at home so it seems a bit absurd that the Post Office itself is manually addressing.

41. Everything is good so far. I received a telephone book for my house in Illinois. It was not necessary to forward that to Florida

42. Gaurantee 2-3 day delivery

43. There is no way to track the package once it is shipped from my home post office. I would suggest that packages be tracked through the system so a follow up could be initiated if it is not received at the usual time.

more training. Some of my friends think the cost is to high to use when I mention it.

I would hope that USPS would allow more than one address for forwarding. For instance, 6 weeks at one address and then allow mail to be sent to a second address. That would allow us who live in RVs to move between campgrounds and still be able to receive our mail. Overall, however, we are very pleased with the service and the personnel in our local office who handle our forwarding. The delivery is always timely, and we have had no problems in two separate years (three months

each) using the service.

Exclusion of junk mail, if at all possible.

47. no longer use it

48. Could be more timely. Some weeks the delivery comes a day later than expected.

49. clear instructions

50. NA

51. you realize this was last year? If you used flat rate envelopes, stop doing that - they do not move through the system efficiently, for 10.40/wk send minimum 2 smaller shipments/wk to keep up a more timely mail flow

52. Ship twice a week

53. Offer other options to the weekly delivery, such as biweekly, etc...

54. don't ship junk mail

55. Seems it could be faster, and I had to have it sent to my son's POB rather than have it held for my pick up (no home delivery in Colorado and new POB's impossible to get). Would like to be able to pick up myself without a POB.

56. next day service

57. I would like to have a choice as to which day it is mailed to me. My temporary address I cannot get my mail on Saturday and I then have to wait until Monday which makes my mail really delayed getting to me. I cannot understand why it does not reach me by Friday as it does some weeks but not others. If I could request another day other than Wednesday my mail could reach me in a timely manner.

58. It would help if it was mailed in a timely manner each week. we have received a neighbors mail on two occasion with our mail, I forwarded it to them.

59. See first comment.

60. Very Satisfied

61. See above note.

62. Twice my mail has gone to the wrong address. The first time, part of my mail was in someone else's package. The second time, this week, my entire week of mail went to someone else. Luckily, both times my mail was sent to someone I knew, so I did manage to eventually get it. The person sorting and packaging the mail needs to be more careful with the process.

63. Mail delivery is fine. I have no suggestions.

64. Continue to stay as it is now.

65. Have the mailing from the local P.O. be sent out at the time arranged every week, instead of irratically.

66. problem is in receipt of mail, never know if it will be overnight, 2 days or three days

67. cheaper

68. It is OK as is! Leave it so!

69. Satisfactory as it is now.

70. I am happy.

71. I think the weekly rate is too high. I can understand a enrollment fee and possibly a fee per week to cover postage but I feel the total per shipment is a little excessive, especially for people who are away 3 or more months.

72. Find method to have consistant delivery.

Delivery is now excellent.

74. I dont know

75. Meet your service level goals and reduce the \$10.40 cost by 50%.

76. We don't have problems with the forwarding service but we do have problems with our service in Utah @ . Our current mail carrier is delivering our mail to other addresses and we are receiving our enighbors mail. This nappens about once or twice a week and some of the mail has been very important and confidential. We have No idea if we are receiving all of our mail because it is misdelivered in Salt Lake. This has been a problem for 3 or 4 months.
77. I understand mail can be delayed for unforeseen reasons. I wish I would of been more informed that maybe the mail would of taken more time to arrive. Our mail was forwarded from PA to FL. Also I requested a refund at our local P.O. when I picked up our mail, not realizing I would have to complete a form for this request. I decide to "eat the \$10.40".
78. Mailing labels should be typed. I worry that my temorary address cannot read the handwritten label.
79. shoudnt have t o pay extra for packages we had 2 packages forwae e rded to us for which we had to pay 4 73 each
80. Should be able to state a preference that mail requiring extra postage be held.
81. Nothing at this time.
82. Sometimes the box would come open in transit. After some shipments the shipping PO used clear tape to seal bothe ends curing the problem.
83. Make sure it is shipped out each week.
84. Better information to substitute carriers on the premium forwarding. When we had delays it appeared that the regular carrier was not working that day or period.
85. Check to see that I don't receive someone else's mail.
86. Make sure the mail to be delivered is going to the right people.
87. n/a (needs no improving)
88. Make it a consistant deliver time either overnight or two day
89. It has been satisfactory the way it is being done here at the receiving end.
90. don't know
91. Good plan if all follow proceedures.
92. Make sure it is delivered the same day each week.
93. More consistency re the day of receipt. The mail is sent on Wednesdays....sometimes it arrives on Fridays, most times on Saturdays; occasionally on the following Monday.
94. Get it there in a timely fashion.
95. Stick to a schedule.
96. Good just the way it is.
97. Mail is delivered anywhre from Monday to WEdnesday making it difficult to judge as to when important mail will arrive.
98. It is good for two weeks
99. It should receive a priority staus and never take more than 2 days if within 100 miles of the sending post office. There should be more than 1 or 2 postal clerks at a post office authorized to handle premium mail forwarding. The time I never received my mail was due to the fact only 2 people were authorized to do it and they were both OUT that week!!
100. Be sure to ship all mail all the time
101. Our Postman is EXCELLENT and customer oriented!!!
102. no need to improve
103. Live up to the promise to deliver in 2-3 days and credit the client when it does not.
104. Deliver it on Fri. every week.
105. It would be nice if you can somehow reduce the amount of junk mail we receive. Perhaps all the mail that is sent to "RESIDENCE" address can be eliminated.

106. The weekly charge is way to expensive for the amount of effort the UPS has to contend with. The \$10.40 per week is much more than it should be, baised on the time it would take a worker to package and send me my mail once per week. DH. Assume the average Postal worker wage is \$20.00/hr. it does not take a half hr. of time per week to do this job.It might take 10min.
107. No changes at current time
108. Just don't forget about us.
109. I thought it was all very good.
110. Evceelent at the delivery end, also. The carrier, Jayson, is excellent!!
111. I believe that the initial slowness was due to lack of training, which is to be expected of a new program.
112. Send me an email with a tracking # for each shipment. Unless it costs more to do this, of course!
113. It is great as it is. The cost is significant but if we get all our mail then it is worth it. We have found most people don't even know about this service so perhaps you could advertize it more.
114. Ship mail when I enroll.
115. See Above!
116. COST IS THE BIG NEGATIVE.
117. As I said before, being able to sign up on the USPS website (instead of going to the post office).
118. Fine as is...if correct address is used.
119. Nothing, it is a nice service.

Q.15 Please suggest any additional changes you would like to see made to U.S. Postal Service Premium Forwarding Service, or provide any additional comments you may have about the service below.

1. DO AWAY WITH THIS SERVICE
2. Other than the 'third' class, unimportant or 'unwanted' mail I do not have any suggestions. It is a very, very helpful program.
3. I would've liked to actually see it implemented
4. Not so much paperwork. It is a traditional federal form. Need the address from and the address to and the dates. do not need the repetition. Guess you have already eliminated the carbon copies. Fill out the form on-line and put it on a credit card. Then get a confirmation email. Save the trip and the line at the post office.
5. Didn't like paying so much to receive all the junk mail. Most of what we paid \$160 for last year was junk mail and then it didn't always arrive on time. This year a neighbor is mailing us our mail. I weighed some envelopes at the PO self-service scale and bought postage for each envelope. Lots cheaper than Premium Forwarding and we're getting it each week in a timely manner. Our teen-age neighbor is very efficient and responsible.
6. The service is excellent - thank you.
7. Improve consistency and quality of service especially considering the cost
8. Perhaps if enrollment was this way you could solve the forwarded address labels issue I mentioned earlier. If payment/# of weeks was required at the time of first entry what happens if it needs to be extended. Would you notify by email that the end was coming and allow the forwarder to add additional weeks?
9. Make sure USPS Priority package delivery gets sent ahead. This is your service after all.
10. use of services thru internet please!
11. It seemed expensive because in years past a friend has been able to forward the mail and many weeks it cost no more than about \$5.
12. None
13. The service in could not have been better, pays to live in a small town. We had a delay in departure and they helped us out with that. We continued to receive our mail at home until we were able to leave do to medical problems. Couldn't have asked for anything better. We even recieved a phone call checking on our first shipment start up as the gentleman was on vacation when we were to have had the first shipment sent and he called to check to be sure the records were straight.
14. Just as previous-advise all personnel of rules to limit confusion.

I need this service because of traveling so much so when it works correctly it is great. Make initial instructions clearer, provide delivery confirmation and all me to set this up on the internet. For someone like that uses this process several times a year, to \$10 processing fee is too much. Reduce the initial fee or only charge the \$10 once a year...

16. As #14 implies, the service should be available for subscription on the internet and via credit card!
  17. The forwarding by the local postmaster was flawless. We elected to forward to general delivery in several cities as we travelled. Unfortunately the MAIN post office in a city is not necessarily the branch receiving general delivery mail. The branch receiving general delivery mail should perhaps be defined on your website for each city. For us it would avoid lost mail, as our mail travelled around for two weeks or until we left.
  18. Again: Making this service available at ALL postal locations or even to all legitimate mailing facilities, including other commercial mail-receiving locations.
  19. In the past for Mail Hold, I have used the internet and would prefer to use it for the next time I enroll in Premium Forwarding.
  20. No suggestions. At both ends everyone is doing a great job getting the mail to us in a timely manner.
  21. See previous comments.....
  22. The service was excellent I don't think it needs any changes.
  23. more training of employees on how to enroll; very time consuming while they (other tellers help) figure out what to do leads to long lines building up behind you & unhappy customers; excellent service for people who go away for winter but enrolling during holiday time causes dissatisfaction for above reasons
  24. Although the website says you may extend your time period, when I contacted the post office where I had signed up, they said they had no way to receive payment for the extension by credit card over the phone. Since I wasn't in my hometown, I had no way to do an extension in person.
- Just do what you commit to do. Everybody pointed the finger at the other p.o. When my mail was not sent for several weeks and I returned home to , I asked for my \$10 for those three weeks, which I did get. However the p.o. manager was then angry that I was refunded the \$\$\$. That only added insult to injury.
26. None
  27. See comments above. Three issues: The startup did not happen without additional intervention when no mail was received for two weeks. Labels should be printed electronically rather than manually handwritten. Enhancement: Put a properly printed label on the package with delivery confirmation and email the tracking number to me when the mail is forwarded each week. Overall a good service and less likely to lose mail but it needs to be properly automated to achieve reliability rather than depending on manual process at the Post Office each week.
  28. Overall it works well for me. I will use it unless the cost would jump over 8% or so.
  29. service was too slow
  30. The fees seem to increase every year. Is that really necessary? I can understand when postage fees increase, but not otherwise.
  31. None
  32. I tried regular temporary forwarding of 1st and 2nd class mail this year with similar results. You appear to batch process vs piece process mail with forwarding labels. Not at all timely on the receiving end.
  33. Ship twice a week and withdraw postage charges from an advance refundable deposit. Provide for changes of the ending shipping date via the internet.
  34. make available online
  35. I would like to see a various or selectable delivery options. weekly, 2-weeks, 3-weeks, monthly, etc...
  36. I feel the enrollment fee would be adequate at \$5.00. Also, I feel the \$10.40 fee is too high. You can request a temporary change of address and have your mail forwarded at no charge and the service is as good or better than the premium service. This service requires additional handling of your mail as does holding your mail. I do not mind a small fee, but \$6.00 a week for handling is too high.
  37. It would be helpful if there was a way to interact with either usps or our local post office more easily.
  38. Deliver twice a week.

39. See above note.

Internet signup would be great, as it would eliminate the confusion at the local post office as to how to code the service into their register. This is a valuable service for snow birds, but the person sorting and packaging the mail needs to be more careful. Sending the mail to the wrong address several times makes me question whether the service is really worth it. Particularly in January and February, when you are getting all of the year-end statements/1099s. You don't want that type of information mis-delivered and floating around.

41. Using the Internet to enroll in the Premium Forwarding Service would be the only improvement I would suggest.
42. Advise how many weeks you have remaining from time to time and explain how you can extend or shorten the weeks you have paid for
43. I've said it all!
44. The option of once a week or bi-weekly delivery would be more beneficial to myself and others like me who often are at another location for 4, 5 or six months at a time.
45. There needs to be a way to enroll online and be email confirmation that the local postal service has received the information and will process the request on time.
46. The entire service depends on the Post Office that is handling the mail. Small town offices have short hours and no weekends.. Most Postal employees have been dropped on their head at birth so their attitude is less than desirable. And their personality could use some alignment.
47. Satisfactory as it is now.
48. I have none
49. Responses are shown above.
50. Please contact our mail carrier in \_\_\_\_\_ and explain how important it is to deliver to correct address.
51. A very useful and needed service! Thank You!
52. It would be greatly helpful to be able to trace a shipment that is not delivered.
53. Need for quality control. Received other person's mail (including 1099 and other mail marked important tax information enclosed). Makes me wonder whether I am getting all my mail.
54. Origin Post Office also disregarded the date on the form that indicated when delivery was to start again. Mail was left at our front door in an open, unsecured post office carton 4 days prior to our requested restart date.
55. Even though I said I'd enroll via the Internet, I was very pleased with the arrangement I made at the local post office. The "personal touch" made me feel confident that the job was going to be done right ( and it has been).
56. We have been very satisfied with the service to date. Next morning delivery normally or at least 2nd morning. \_\_\_\_\_ and \_\_\_\_\_ at \_\_\_\_\_ OH \_\_\_\_\_ did an excellent job of explaining, set up and follow through. Peace of mind makes the fee worthwhile. We will use the service again.
57. This is an excellent new service of USPS. In the past I would rather hold mail and not chance losing mail by the USPS forwarding each piece separately.
58. none
59. Premium Forwarding Service shipments should be made trackable with shipping dates clearly marked on the packages.
60. None, the service has been very good and we are still using it for the rest of our stay.
61. On-line sign up.
62. It's a great service in concept but it is very poorly executed by the post office. Clerks need to be more knowledgeable about it and it needs to be consistently reliable. If Fed Ex and UPS can mail to people on a stated day why can't the post office when someone is paying an extra \$10.40 a week to get their mail??
63. Lower the price and ship twice per week.
64. Inform clients about the additional shipping charges for certain types of mail.
65. We were not happy with the normal forwarding process. Things were lost--in one case the sender got a check returned instead of it being forwarded to us. The computer forwarding of bills, tax statements, etc. was very bad.

66. Make it more affordable, it is way too expensive.

I feel the service is excellent but I feel the price is rather high.

68. The postal employees were very ignorant of this service and gave me a hard time. The service did not get recorded or start when I requested it. It was extremely frustrating and I made several phone calls to get it straightened out. Once it was straightened out, the service worked well.

69. No changes, please, in service or costs!!

70. I believe that overall it is a good program.

71. My latest forwarding instructions got mis-filed at the local post office. I had to call and get them to find it. I wish I could confirm that the instructions were in place instead of waiting for the first one to appear and then call.

72. Service at my regular post office has been great. Most problems have been on the receiving end.

73. We think that the actual person who is packing the box is the key and has been wonderful. Very personal touch with a smiley face that lets us know she is right there. We have gotten all our tax information which is essential this time of year so all is well and we really appreciate the program. NOW IF YOU COULD JUST DO SOMETHING ABOUT THE HORRIBLE SITUATION AT THE US POST OFFICE IN . THERE ARE TIMES THERE ARE 20 OR 25 PEOPLE STANDING IN LINE and someone at the counter get up and leave. And now with one person doing Passports it is even worse. I have never seen a Post Office so poorly run!!!!!!!!!!!!!! So frustrating!!!!!! It is the talk and frustration of the town!!!!

74. Even with the bad first experience, this service is invaluable for me and I will continue using it. It has been great since then.

75. See Above!!!

76. Some descriptions of service are unclear such as how long periodicals will be forwarded -- there should be no limit.

Online enrollment flexibility on shipment dates flexibility of destination option of time sensitive delivery method better training of employees better procedures at local po

78. keep up the good work!

79. Even though I've experienced some problems with it, nevertheless Premium Forwarding Service is the best solution I've found for my personal situation which is that my home is in but I spend 6 or 7 weeks at a time in 14 or 5 times a year. I tried putting a hold on my mail in and having my daughter pick it up once a week while I was gone but that proved even more of a problem for the USPS personnel to administer than PFS. I find PFS expensive but I guess that's the price I have to pay if I want to get ALL my mail while I'm out of town.

80. For me, this is an excellent service as I travel for various projects and am not home too often.

81. Great service

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**OCA/USPS-T1-5:**

Please turn to the Second Data Collection Report for the Premium Forwarding Service, April 1, 2006 – September 31, 2006 (Q3-Q4 FY 2006) (Attachment 1 to your testimony). Please explain the statement on page 2, "A distribution of PFS volume (shipments) by zone for FY 2006 was estimated by recording information from over 15,600 sampled application forms." Please explain the basis for the sampling, including statistical reliability and degree to which the sample is representative of the universe from which it is drawn.

**RESPONSE:**

Redirected to witness Dawson.

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**OCA/USPS-T1-6:**

Please turn to the Second Data Collection Report for the Premium Forwarding Service, April 1, 2006 – September 31, 2006 (Q3-Q4 FY 2006) (Attachment 1 to your testimony). In item 5 on page 2 there is a summary of major issues discussed: the replacement of the previous informal forwarding arrangements, concerns about timely delivery of weekly shipments, concern over the inclusion of Standard Mail in the shipment, concern over the inability to apply from a remote location, and concern over the inability to change the destination address during the service, concern over the lack of an option of additional or fewer shipments per week, and concern over the inability to send PFS shipments to international addresses.

- a. Please quantify the number of customers expressing each type of concern.
- b. Please provide the total number of customers queried as to whether they had concerns.

**RESPONSE:**

a-b. No major issues were reported, although this interrogatory identifies minor issues that, in the interest of transparency, were mentioned in the data report. However, repetition of issues was infrequent. I understand that responses were not quantified as this interrogatory requests. This was not a quantitative study; it was a qualitative survey that sought to identify issues that concerned customers without trying to assess the relative significance or weight of respective concerns. See also my response to OCA/USPS-T1-3.

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**OCA/USPS-T1-7:** The following interrogatory refers to your response dated August 24, 2007, to OCA /USPS-T1-4(i), pages 1 to 20.

- a. There are several comments from survey respondents regarding the difficulty customers are having in understanding the directions for Premium Forwarding Service (PFS). For example, see "Q4" survey responses 22, 27, 28, 39, 49 and 83. Please explain what the Postal Service is doing to improve the clarity of the written instructions provided customers. If nothing is being done, please explain why.
- b. There are several comments from survey respondents to "Q4" and "Q8" regarding the lack of consistency in the number of days it takes for a PFS parcel to arrive at its destination. For example, see "Q4" survey responses 13, 16, 19, 21, 26, 81 and 107; for "Q8," see survey responses 2, 5, 6, 8, 16, 31 and 33. Please explain what steps are being taken to improve the reliability and consistency in the number of days it takes for a PFS parcel to be delivered. If no steps are being taken, please explain.
- c. There are several comments from survey respondents regarding the lack of postal personnel knowledge about the Premium Forwarding Service (PFS). For example, see "Q4" survey responses 4, 5, 6, 11, 15, 24, 28, 67, 110 and 115. Please explain what steps the Postal Service is taking to inform and train postal employees about PFS? If no steps are being taken, please explain.
- d. Several survey respondents to "Q4" request the Postal Service to offer PFS enrollment via the internet. For example, see "Q4" survey responses 9, 14, 17, 25, 33, 79, 82 and 132. What steps are being taken by the Postal Service to offer the following PFS services on-line: (1) enrollment, (2) change of PFS start and stop dates, (3) change of address and (4) payment options? If the Postal Service plans to offer any of these on-line services for PFS, please provide a time line of when and what services will be available to postal customers on-line. If the Postal Service does not plan on providing the above PFS-related services on-line, please explain why none will be offered.

**RESPONSE:**

My response to OCA/USPS-T1-3 explains the purpose – and limitations – of this qualitative survey's results. These follow up questions seemingly elevate every specific survey response to a matter of critical management focus. While I think such treatment is unwarranted, I would agree that the survey responses are one useful source of feedback to a product manager; this is why my department asked the Postal Service's Office of the Consumer Advocate to administer the

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survey under review here. I would also note that a number of customer responses use the exact same language when responding to different questions, so the apparent level of customer concern illustrated by your iterative cites to responses may also overstate the import of actual customer concern.

As PFS program manager, I field questions about PFS from postal employees on a regular basis. I also reach out to headquarters and field employees: those who are already involved in PFS, and those who have yet to be. (The scale of the Postal Service is so large and the PFS program so geographically concentrated to date that many or most facilities have little to no experience with PFS.) As program manager, I constantly evaluate feedback, looking for patterns, while watching for, initiating, and using opportunities to improve customer and employee involvement with PFS. Specific parts of this interrogatory inquire about responses to customer instructions, timeliness of PFS shipments' arrival, employee knowledge of PFS, and potential online access to PFS. I work on all of these.

I work with various departments at the Postal Service to clarify PFS instructions to employees across the country with a focus on enrollment procedures. Most applicants fill out an application, at least the first time, while working with an employee, so making sure employees fully understand the service also helps them clarify the instructions for customers.

The question about the timeliness with which PFS pieces are received has two major components, one that is somewhat under my control and one that is not. I work to make sure that employees understand PFS and how it operates;

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this includes the need to enter PFS mailpieces on Wednesdays. If reshipments are not entered in a timely fashion, customers are unlikely to get them when expected. Even if entered per Postal Service guidelines, there may be times when customers' Priority Mail shipments do not reach them in the number of days they wish or on the same day of the week every week. This is unfortunate, but not surprising.

In the role of Program Manager, I concentrate on educating Postal Service personnel about PFS. Reminding Postal Service employees about the details of PFS helps them be more effective in implementing it. Specific initiatives I have undertaken include dissemination of information through internal communications vehicles, including articles in electronic newsletters and magazines for Postmasters; Postal Bulletin information; preparation of signage at Postmaster conventions this summer; and preparation of general educational materials on PFS for postal service employees. I have worked closely with other Headquarters departments that may receive PFS queries to assure that they have the information they need.

I work closely with a team of Postal Service representatives from across the country who are responsible for PFS. Their feedback has helped to assure that the informational materials developed and disseminated meet the needs of employees who deal with PFS customers and potential customers.

A remote registration vehicle could allow for all of the capabilities identified in part (d) of this interrogatory, and perhaps other enhancements to PFS. See the second paragraph of the response to DBP/USPS-1(n).

**MC2007-3**

**United States Postal Service**

**Institutional**

**RESPONSE OF UNITED STATES POSTAL SERVICE  
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**DBP/USPS-1:** For purposes of this Interrogatory, assume that I sign up at the Englewood NJ post office on February 1, 2007, for Premium Forwarding Service for ten weeks of forwarding the mail arriving at my Englewood NJ address starting on Wednesday, February 7, 2007, and ending on Wednesday, April 11, 2007, to an address in Boca Raton FL. Further assume that on Friday, March 9, 2007, I find it necessary to move from my address in Boca Raton, FL to a new address in Tampa, FL.

- (a) Please describe each of the methods (if any) that I may utilize to ensure that the March 14, 2007, mailing will be received at my address in Tampa, FL including any additional fees that will be required.
- (b) Please describe each of the methods (if any) that I may utilize to ensure that the March 21 through April 11, 2007, mailings will be received at my address in Tampa, FL including any additional fees that will be required.
- (c) Will I be permitted to file a Change of Address Order at the Boca Raton FL post office to have my Premium Forwarding Service mailings forwarded to my new address in Tampa, FL? Please advise if there are any additional Premium Forwarding Service fees involved.
- (d) If not, why not?
- (e) Will I be permitted to file a Change of Address Order at the Boca Raton FL post office to have all of my mail that arrives directly (other than the Premium Forwarding Service mailings) at my Boca Raton, FL address forwarded to my new address in Tampa, FL?
- (f) If not, why not?
- (g) If I call the Englewood NJ post office on the telephone on Friday, March 9, 2007, and advise them of the move later that day from Boca Raton FL to Tampa FL and ask them to start forwarding my mail starting on Wednesday, March 14, 2007 to my new address in Tampa FL, what should I be advised by the Englewood NJ post office? Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees involved.
- (h) If I send a signed statement by facsimile to the Englewood NJ post office on Friday, March 9, 2007, and advise them of the move later that day from Boca Raton FL to Tampa FL and ask them to start forwarding my mail starting on Wednesday, March 14, 2007 to my new address in Tampa FL, what action should the Englewood NJ post office take with respect to my signed facsimile request? Please provide two separate answers based on whether I do and do not provide them with a telephone number in my request. Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees involved.
- (i) If I send a signed letter to the Englewood NJ post office on Friday, March 9, 2007, which is received on Monday, March 12, 2007, and advise them of the move later that day from Boca Raton FL to Tampa FL and ask them to start forwarding my mail starting on Wednesday, March 14, 2007 to my new address in Tampa FL, what action should the Englewood NJ post office take with respect to my signed letter request? Please provide two separate answers based on whether I do and do not provide them with a telephone number in my request.

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Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees involved.

- (j) If I call the Boca Raton FL post office on the telephone on Friday, March 9, 2007, and advise them of the move later that day from Boca Raton FL to Tampa FL and ask them how I can have the address of my Premium Forwarding Service changed starting on Wednesday, March 14, 2007 to my new address in Tampa FL, what should I be advised by the Boca Raton FL post office? Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees involved.
- (k) If I call the Tampa FL post office on the telephone on Friday, March 9, 2007, and advise them of the move earlier that day from Boca Raton FL to Tampa FL and ask them how I can have the address of my Premium Forwarding Service changed starting on Wednesday, March 14, 2007 to my new address in Tampa FL, what should I be advised by the Tampa FL post office? Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees involved.
- (l) If I visit the Boca Raton FL post office in person on Friday, March 9, 2007, and advise them of the move later that day from Boca Raton FL to Tampa FL and ask them how I can have the address of my Premium Forwarding Service changed starting on Wednesday, March 14, 2007 to my new address in Tampa FL, what should I be advised by the Boca Raton FL post office? Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees involved.
- (m) If I visit the Tampa FL post office in person on Friday, March 9, 2007, and advise them of the move earlier that day from Boca Raton FL to Tampa FL and ask them how I can have the address of my Premium Forwarding Service changed starting on Wednesday, March 14, 2007 to my new address in Tampa FL, what should I be advised by the Tampa FL post office? Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees involved.
- (n) Please advise the level of satisfaction that you believe a PFS customer will have with the various responses received in the previous subparts of this Interrogatory.

**RESPONSE:**

For purposes of this response, we assume that the mail about which inquiry is made has not been delivered by the Post Office serving the customer's primary address, but has been received by that office for processing pursuant to the direction of a Premium Forwarding Service (PFS) customer. Further, we assume that PFS shipments entail a single mail piece and that no outside pieces (reshipped individually) are involved. See also, the response to DBP/USPS-9. The various parts of this interrogatory illustrate why

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one cannot establish policy that covers all possible fact situations; policy can only define a foundation upon which an employee relies when exercising her own best judgment regarding each situation's facts.

(a-b) Under the current guidelines for PFS, each PFS application filed in person at the Post Office serving a customer's permanent address (or Post Office box) applies to a single temporary address. A customer may terminate service early and obtain a refund of the unused portion of prepaid weekly shipment charges. There is no way to "ensure" that a PFS shipment would go to a second temporary address unless a separate PFS application and fee have been filed and verified at the Post Office serving a customer's primary address. Payment of the application fee and at least two weekly shipment fees would be necessary. (See witness Hope's testimony, USPS-T-1, page 9 lines 13 -14.)

As such, current PFS service is not designed to meet the requirements of this hypothetical very well. The intent of the current docket is to establish PFS, in the form it has been offered experimentally for the past two years, as a permanent service. While the Postal Service expects that PFS will evolve as customer needs are identified and responses are developed, this docket entails no such development.

(c-d) PFS shipments cannot be forwarded using a COA. This hypothetical is not compatible with the PFS operational guidelines; as such, no costs underlying this scenario are accounted for in the development of the pricing structure for PFS. Further, under COA, only some classes of mail are forwarded (e.g., First-Class Mail, some Periodicals).

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(e) Yes, a COA for forwardable mail received in Boca Raton can be filed. Some classes of mail would be forwarded on a piece-by-piece basis, not including PFS pieces.

(f) N/A

(g) See the responses to parts (a-b), above, and (h-m), below. The elements included in the hypothetical are not addressed by current PFS operational guidelines, so any answer on the telephone would be based, in part, on the knowledge and information available to the telephone correspondent. As such, it may be possible to cancel PFS; if so then Hold Mail service or a temporary COA could conceivably follow pursuant to requirements for those options.

(h-m) These fact laden hypothetical questions (including part (g), above) illustrate how and why formal regulations and policies can never address all possible situations. The nature of the response could well depend, for example, on whether the retail clerk, or telephone/fax correspondent, recognizes an individual customer, her voice, or her handwriting, and the content of any face-to-face, telephonic or fax communication. However, to whatever extent these questions address PFS, the implications are covered in other responses above.

(n) The Postal Service has never measured customer satisfaction regarding responses to written cross-examination in litigation; nor has any need or interest in doing so ever been identified. Notwithstanding, PFS is quite popular with customers and employees. The growth of PFS indicates that the service is gaining traction with customers. Feedback from postal employees involved with PFS across the country as well as qualitative comments from many customers further support this view.

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That said, the Postal Service is always looking, in conformity with good business practice, to increase the value of services to customers. Witness Hope's testimony states (USPS-T-1, page 9, lines 14-17), "While PFS remains a manual service at this time, the Postal Service would like to build and leverage technology tools that might enhance and simplify a PFS customer's use of the service when time and other resources permit." In this context, the Postal Service will continue to explore online registration options and other enhancements to PFS. Business decisions on PFS enhancements will be based on many considerations, including: return on investment, revenue potential and profitability, accessibility, and overall customer satisfaction.

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**DBP/USPS-2:** For purposes of this Interrogatory, assume that I sign up at the Englewood NJ post office on February 1, 2007, for Premium Forwarding Service for ten weeks of forwarding the mail arriving at my Englewood NJ address starting on Wednesday, February 7, 2007, and ending on Wednesday, April 11, 2007, to an address in Boca Raton FL. Further assume that on Friday, March 9, 2007, I find it necessary to return home making several stops enroute so that I arrive back in Englewood NJ on Thursday, March 15, 2007.

- (a) Please describe each of the methods (if any) that I may utilize to ensure that the March 14, 2007, mailing will not be made including any additional fees that will be required or refunds available.
- (b) Please describe each of the methods (if any) that I may utilize to ensure that the March 21 through April 11, 2007, mailings will not be made including any additional fees that will be required or refunds available.
- (c) Will I be permitted to file a Change of Address Order at the Boca Raton FL post office to have my Premium Forwarding Service mailings forwarded to my permanent address in Englewood NJ? Please advise if there are any additional Premium Forwarding Service fees involved.
- (d) If not, why not?
- (e) Will I be permitted to file a Change of Address Order at the Boca Raton FL post office to have all of my mail that arrives directly (other than the Premium Forwarding Service mailings) at my Boca Raton, FL address forwarded to my permanent address in Englewood, NJ?
- (f) If not, why not?
- (g) If I call the Englewood NJ post office on the telephone on Friday, March 9, 2007, and advise them of the return to my permanent address in Englewood NJ and ask them not to make the March 14th mailing, what should I be advised by the Englewood NJ post office. Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees or refunds involved.
- (h) If I send a signed statement by facsimile to the Englewood NJ post office on Friday, March 9, 2007, and advise them of the return to my permanent address in Englewood NJ and ask them to stop forwarding my mail starting on Wednesday, March 14, 2007, what action should the Englewood NJ post office take with respect to my signed facsimile request? Please provide two separate answers based on whether I do and do not provide them with a telephone number in my request. Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees or refunds involved.
- (i) If I mail a signed statement to the Englewood NJ post office on Friday, March 9, 2007, which is received on Monday, March 12, 2007, and advise them of the return to my permanent address in Englewood NJ and ask them to stop forwarding my mail starting on Wednesday, March 14, 2007, what action should the Englewood NJ post office take with respect to my signed letter request? Please provide two separate answers based on whether I do and do not provide them with a telephone number in my request. Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees or refunds involved.

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- (j) If I call the Boca Raton FL post office on the telephone on Friday, March 9, 2007, and advise them of the return to my permanent address in Englewood NJ and ask them how I can stop my Premium Forwarding Service shipments starting on Wednesday, March 14, 2007, what should I be advised by the Boca Raton FL post office? Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees or refunds involved.
- (k) If I visit the Boca Raton FL post office in person on Friday, March 9, 2007, and advise them of the return to my permanent address in Englewood NJ and ask them how I can stop my Premium Forwarding Service shipments starting on Wednesday, March 14, 2007, what should I be advised by the Boca Raton FL post office? Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees or refunds involved.
- (l) Please advise the level of satisfaction that you believe a PFS customer will have with the various responses received in the previous subparts of this Interrogatory.

**RESPONSE:**

For purposes of this response, some simplifying assumptions are necessary before responding to respective parts. We assume that the mail about which inquiry is made has not been delivered by the Post Office serving the customer's primary address, but has been received by that office for processing pursuant to the direction of a Premium Forwarding Service (PFS) customer. Further, we assume that PFS shipments entail a single mail piece and that no outside pieces (reshipped individually) are involved. The responses to DBP/USPS-1 are also relevant here to parallel questions herein, for limits on what policy can address, and for the possible implications of what an employee already knows or learns from communicating (by whatever method) with a customer. Finally, postal employees are dedicated public servants who often go above and beyond the usual call to duty when dealing with a customer's unique difficulties, which means that answers can often be found for problems not addressed in standard policies or procedures. See also, the response to DBP/USPS-9.

- (a-b) Each PFS customer must inform a primary Post Office when PFS shipments should stop. Policy does not specify how this may be accomplished after the filing of an

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application, when each PFS customer learns what is necessary to prove identity and primary address and first establishes the termination date. Postal employees are careful about the security of a customer's mail, so responses would depend upon the totality of unique circumstances inherent in each communication. A customer may request a refund for any unused PFS weekly reshipment charges. The application fee is not refundable. To request a refund, a customer must complete PS Form 3533 and present a valid government photo ID at the Post Office serving that customer's primary address.

(c-e) No. See the responses to DPB/USPS-1(c-e).

(f) N/A

(g-k) See the responses to DBP/USPS-1(a-b, h-m).

(l) See the response to DBP/USPS-1(n).

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**DBP/USPS-3:** For purposes of this Interrogatory, assume that I sign up at the Englewood NJ post office on February 1, 2007, for Premium Forwarding Service for ten weeks of forwarding the mail arriving at my Englewood NJ address starting on Wednesday, February 7, 2007, and ending on Wednesday, April 11, 2007, to an address in Boca Raton FL. Further assume that on Friday, April 13, 2007, I find that I will be remaining in Florida longer than I expected and I desire that two additional shipments be made on Wednesday, April 18 and 25, 2007.

- (a) Please describe each of the methods (if any) that I may utilize to obtain the two additional shipments on Wednesday, April 18 and 25, 2007, including any additional fees that will be required.
- (b) Will I be permitted to file a Change of Address Order at the Englewood NJ post office to have my mail received after the final scheduled PFS shipment on Wednesday, April 11, 2007, forwarded to my temporary Boca Raton FL address?
- (c) If not, why not?
- (d) If I call the Englewood NJ post office on the telephone on Friday, April 6 or 13, 2007, (the April 6th date was chosen as being before the last scheduled shipment date of April 11, 2007 while the April 13th date was chosen as being after the last scheduled shipment date but prior to the desired additional shipment dates - please provide separate answers if there is a different response) and advise them need for two additional weeks of PFS service, what should I be advised by the Englewood NJ post office? Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees involved.
- (e) If I send a signed statement by facsimile to the Englewood NJ post office on Friday, April 6 or 13, 2007, (the April 6th date was chosen as being before the last scheduled shipment date of April 11, 2007 while the April 13th date was chosen as being after the last scheduled shipment date but prior to the desired additional shipment dates - please provide separate answers if there is a different response) and advise them need for two additional weeks of PFS service, what action should the Englewood NJ post office take with respect to my signed facsimile request? Please provide two separate answers based on whether I do and do not provide them with a telephone number in my request. Please also provide separate responses if I include credit card data in my request. Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees involved.
- (f) If I send a signed letter to the Englewood NJ post office on Friday, April 6 or 13, 2007, (the April 6th date was chosen as being before the last scheduled shipment date of April 11, 2007 while the April 13th date was chosen as being after the last scheduled shipment date but prior to the desired additional shipment dates - please provide separate answers if there is a different response) and advise them need for two additional weeks of PFS service, what action should the Englewood NJ post office take with respect to my signed letter request? Please provide two separate answers based on whether I do and do not provide them with a telephone number in my request. Please also provide separate responses if I include credit card data or enclose a check for the required amount in my request. Please explain the rationale for the response

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given. Please advise if there are any additional Premium Forwarding Service fees involved.

- (g) If I call the Boca Raton FL post office on the telephone on Friday, April 6 or 13, 2007, (the April 6th date was chosen as being before the last scheduled shipment date of April 11, 2007 while the April 13th date was chosen as being after the last scheduled shipment date but prior to the desired additional shipment dates - please provide separate answers if there is a different response) and advise them need for two additional weeks of PFS service, what action should I be advised by the Boca Raton FL post office? Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees involved.
- (h) If I visit the Boca Raton FL post office in person on Friday, April 6 or 13, 2007, (the April 6th date was chosen as being before the last scheduled shipment date of April 11, 2007 while the April 13th date was chosen as being after the last scheduled shipment date but prior to the desired additional shipment dates - please provide separate answers if there is a different response) and advise them need for two additional weeks of PFS service, what action should I be advised by the Boca Raton FL post office? Please explain the rationale for the response given. Please advise if there are any additional Premium Forwarding Service fees involved.
- (i) Please advise the level of satisfaction that you believe a PFS customer will have with the various responses received in the previous subparts of this Interrogatory.

**RESPONSE:**

For purposes of this response, some simplifying assumptions are necessary before responding to respective parts. We assume that the mail about which inquiry is made has not been delivered by the Post Office serving the customer's primary address, but has been received by that office for processing pursuant to the direction of a Premium Forwarding Service (PFS) customer. Further, we assume that PFS shipments entail a single mail piece and that no outside pieces (reshipped individually) are involved.

Please also see the responses to DBP/USPS-1-2, since these answers largely parallel those. Finally, see also the response to DBP/USPS-9.

- (a) Since the last shipment date for PFS has already occurred, postal policy would require this customer to file a new application, with attendant application and weekly fees. The previous period of service could not be extended.

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(b) Yes, as long as the COA meets the minimum stated period.

(c) N/A.

(d-h) See the responses to DBP/USPS-1(a-b, h-m) and the first paragraph of the response to DBP/USPS-2. Postmasters (or designees) at the customer's primary Post Office routinely deal with a customer's unique needs. On April 6, PFS can still be extended (since the term of service is still active) if the additional weekly shipment charges are paid at the primary Post Office. On April 13, the PFS application would have expired and cannot be extended. See also the response to part (a), above.

(i) See the response to DPB/USPS-1(n).

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**DBP/USPS-4:**

- (a) Please advise the various methods by which a customer may file a Change of Address Order.
- (b) For each of the methods provided in response to subpart a, please provide the number of transactions in a recent year-long period that were conducted by that method.
- (c) For each of the methods provided in response to subpart a, please advise whether the transaction must be completed in person at the post office from which the mail is being forwarded.
- (d) For each of the methods provided in response to subpart a, please advise whether the transaction must be completed in person at any post office.
- (e) For each of the methods provided in response to subpart a, please advise whether the transaction may be completed on line.
- (f) For each of the methods provided in response to subpart a, please advise whether the transaction may be completed completely by mail.
- (g) For each of the methods provided in response to subpart a, please provide a complete discussion of the methods that are utilized by the Postal Service to ensure the authenticity of the request.
- (h) For each of the methods provided in response to subpart a, please provide the number of complaints that were received in that year about the submission of fraudulent requests.

**RESPONSE:**

- (a) Customers may file a Change of Address order (COA) by one of three methods:

PS Form 3575 (hardcopy card), Internet Change of Address (ICOA), and Telephone Change of Address (TCOA).

- (b) In FY06, the number of changes of address filed by method of entry was:

PS Form 3575: 36,818,777

Internet: 4,529,007

Telephone: 124,187

- (c-d) No method requires a personal appearance.
- (e) The Internet option requires completion online.
- (f) Hardcopy PS Form 3575 must be submitted to the Postal Service, which is possible by mail. However, as explained below, that act alone does not operate to make a COA operative.

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(g) Authentication methods include the following:

- A *Move Validation Letter* is always sent to the old address describing the content of the Change of Address order. A *Customer Notification Letter* is always sent to the new address also describing the Change of Address order. Both letters tell the recipient to call 1-800-USPS immediately if there is any problem.
- ICOA and TCOA require a credit card.
- PS Form 3575 requires a signature.

(h) In FY06, the number of complaints received was 228:

PS Form 3575: 79

ICOA: 144

TCOA: 1

Third Party: 4

(A "Third Party" is an authorized agent for an addressee.)

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### DBP/USPS-5:

- (a) Please confirm, or explain if you are unable to confirm, that all transactions for Premium Forwarding Service must be conducted in person at the post office serving the primary local address of the customer. This includes the original request plus any need to modify or terminate an outstanding request.
- (b) Please provide a complete discussion of the methods that are utilized by the Postal Service to ensure the authenticity of the PFS request.
- (c) Please provide the number of complaints that were received in a recent year-long period about the submission of fraudulent PFS requests.
- (d) For each of the methods by which a customer may file or modify a Change of Address Order but by which a Premium Forwarding Service request may not be conducted, please provide all of the reasons as to why Premium Forwarding Service may not be conducted by that means.
- (e) Does the Postal Service believe that there is or may be a need for expanding the methods by which a customer may sign up for PFS or modify an existing order?
- (f) If so, please explain why these needs are not being met in the current proposal.
- (g) If not, why not?

### RESPONSE:

Please refer to the response to DBP/USPS-9 which explains why a personal appearance is required.

- (a) Confirmed that current policy requires a personal appearance to apply for PFS. Also, commensurate with the requirements that a PFS applicant must prove identity and primary address. Because the Postal Service understands mail security to be of critical importance, policy specifies that a customer who wants to change the term of her existing PFS does need to make a personal appearance. The most common such change is when a customer goes to the Post Office to terminate PFS after returning home earlier than first projected; a customer might also pick up accumulated mail and apply for a refund during that visit. The responses to DBP/USPS-1 and -2 also indicate how policy may not cover every possible situation.
- (b) Customers must provide valid identification (ID) when applying for PFS. A customer must provide photo identification and proof of her primary residential address. Postal Service personnel are required to verify the customer's identity and primary

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address with a driver's license, passport, or any type of government-issued ID. Credit cards and IDs issued by private companies are not acceptable forms of photo ID. The box section clerk or carrier to whom a processed PFS application is given also provides a measure of security since she would usually recognize that an applicant normally receives mail through a specific Post Office box or at a particular primary address.

(c) No such examples have been identified, thereby validating the current PFS procedures.

(d) This question implicitly – and incorrectly – postulates the direct comparability of PFS and Change of Address orders. They are two different services with quite different histories and requirements. As PFS grows and matures, it may offer additional access channels as reflected in the testimonies of witnesses Hope (USPS-T-1) and Dawson (USPS-T-3). Changes of Address orders have been processed for many, many decades, and the options available for processing them reflect that service's maturity.

(e-g) The current proposal seeks only to make permanent the form of PFS now offered as an experiment. See also, the responses to DBP/USPS-1(n), DBP/USPS-2, and DBP/USPS-9; and USPS-T-3, at 11..

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**DBP/USPS-6:**

- (a) Please provide the results of the survey that was provided as Attachment 4 to USPS-T-1.
- (b) Please advise how many surveys were distributed and how the recipients of the survey were chosen.
- (c) Question 14 of this survey indicates the potential for signing up for PFS on the Internet. Why wasn't Internet signup made a part of the current request?
- (d) Would Internet signup require an expenditure of additional funds? If so, quantify the amount and indicate the time period over which it would be expended.

**RESPONSE:**

(a) Results of questions 2 - 8 and 11 - 14 were provided in response to OCA/USPS-T1-4. Responses to the remaining questions that were tallied (1, 9, and 10) from the qualitative survey administered by the Postal Service's Office of the Consumer Advocate are summarized below.

Question 1:

"How many times have you requested U.S. Postal Service Premium Forwarding Service?"

One time	63
Two times	59
Three times	34
Four times	11
Five times	5
Six times	3
More than six times	26
Don't know	4

Question 9:

"At the time you enrolled in Premium Forwarding Service, did you receive an explanation of the potential need to pay additional postage for shipping of certain types of mail (Parcel Post, Media Mail, Bound Printed Matter, Library Mail, or Standard Mail) that could not fit in the weekly shipment?"

Yes	66
No	101
Don't Know	31

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**Question 10:**

"Have you received any mail at your temporary address for which you had to pay additional postage (postage other than the \$10.40 per weekly shipment)?"

Yes	9
No	186
Don't Know	5

- (b) See witness Hope's testimony, USPS-T-1, p. 10, lines 1-4.
- (c) See the responses to DBP/USPS-1(n), DPB/USPS-5(e-g), and DBP/USPS-9.
- (d) No quantification is available, although substantial investment would be necessary. A potential internet sign-up solution has not been fully designed; total cost would depend on its parameters as well as the current and future operating environments. See also the response to DBP/USPS-7(b).

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**DBP/USPS-7:**

- (a) Question 22 of the PFS Application Form PS Form 8176 asks if a customer would prefer to enroll in the program using the Internet and by Telephone. Please advise the results of this survey question.
- (b) Would Telephone signup require an expenditure of additional funds? If so, quantify the amount and indicate the time period over which it would be expended.

**RESPONSE:**

- (a) These results were not tallied.
- (b) Yes. Development of a telephony registration system, interface or other communication function would incur various costs. No details are currently available, although one now outdated estimate for a tool that would not have required a personal appearance at the Post Office serving a PFS customer's primary address amounted to several hundreds of thousands of dollars. If such development is undertaken, it would likely be as part of a remote registration process for PFS. See also the response to DBP/USPS-6(d).

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**DBP/USPS-8:**

- (a) Question 20 of the PFS Application Form PS Form 8176 requires the type of Government-issued Photo ID be [sic] recorded. Please explain why the number of the ID is not recorded.
- (b) Please confirm, or explain if you are unable to confirm, that the presentation of a Government-issued Photo ID is not required for the submission of a Change of Address Order.
- (c) Please confirm, or explain if you are unable to confirm, that the Change of Address request and the PFS request provide the same basic service, even though it obviously is under different conditions, namely, to forward a customer's mail to a new address.
- (d) Please advise why the Postal Service believes that a greater level of security, namely, making the request in person at the local post office and presenting a Government-issued Photo ID card, is required for PFS but not for a Change of Address request.

**RESPONSE:**

(a) No need for the collection of ID numbers has been identified. Absent such a requirement, the Postal Service's endemic interest in protecting the privacy interests of its customers leads it to avoid collecting such information.

(b) Confirmed. For Change of Address service, validation is handled differently.

See the response to DBP/USPS-4(g). These procedures are not applicable to PFS as proposed in this docket; instead, it has its own validation protocol.

(c) Not confirmed. PFS and Change of Address are different services with different histories and requirements. See also, the response to DBP/USPS-5(d).

Notwithstanding, both COA and PFS do involve customer addresses.

(d) As reflected in response to parts (b-c), the response to DBP/USPS-9 and elsewhere, the validation process for PFS satisfies requirements applicable to its current state of development. The simple form of PFS tested experimentally relies upon manual processes at the Post Office serving a customer's primary residential address and has proven that it works to the satisfaction of both customers and employees; it is accordingly now being made a permanent service. How its requirements may change

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in the future will be evaluated contemporaneously with its future development. The

Postal Service does not agree that one service is necessarily more secure than another, although it is clear that one is more mature than the other.

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**DBP/USPS-9:**

- (a) Please advise why the PFS enrollment must be completed at the post office serving the primary local address as opposed to being made at any post office.
- (b) Please confirm, or explain if you are unable to confirm, that the PFS request may be made at any station or branch of the post office serving the primary local address.
- (c) Please confirm, or explain if you are unable to confirm, that if a PFS request is made at station or branch that did not serve the PFS customer that the form would be forwarded to the branch or station that did.
- (d) Please explain the difference between the employee at the Fort George Station of the New York NY post office (10040) forwarding the PFS application to the Village Station of the New York NY post office (10014) and between the employee at the Tenaflly NJ post office (07670) forwarding the PFS application to the Englewood NJ post office (07631).
- (e) Please confirm, or explain if you are unable to confirm, that if a customer had a Change of Address order requesting to forward the mail from Englewood NJ to Boca Raton FL and delivered that request to the Tenaflly NJ post office, the Tenaflly post office would forward the form to the Englewood post office.
- (f) Why can't the same procedure take place with the PFS application?

**RESPONSE:**

(a-f) PFS was designed for maximum efficiency and least cost. Since it replaced unauthorized and costly variants of "Snowbird" service (for which some customers were charged little or not at all), low prices were critical to acceptance of PFS. The pending proposal retains this narrow focus cost by making an experimental service permanent while acknowledging and facilitating future developments. The office that performs the labor underlying PFS prices also gets credit for PFS revenue, and service can commence quickly without the need to expand inter-facility processes beyond those already extant in multi-facility Post Offices. A multi-facility Post Office must already coordinate the complete range of mail processing, collection, delivery and retail services for all customers in an exclusive service area. So coordination for PFS in its current form makes no additional demands upon the existing infrastructure that might be necessary for coordination among other pairs of facilities. Postal Service management

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may well look at mature Change of Address processes when evaluating systemic improvement for PFS.

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**DBP/USPS-10:**

Please confirm, or explain if you are unable to confirm, that it is the belief of the Inspection Service that if an individual wanted to submit a fraudulent request to change the address for someone's mail that they would be more likely to utilize a system that was free (filing a Change of Address Order) as opposed to one that required paying a fee (PFS).

**RESPONSE:**

Unable to confirm. This question makes assumptions about the comparability of PFS and Change of Address for purposes of fraudulent intent and the relative ease and proposed cost of respective hypothetical crimes, compounded by the Inspection Service's apperception of criminal intent in each context. The hypothetical supplies no information on risk to the Postal Service, a customer, or a criminal, nor as to any fruits of the respective crimes. The Postal Service would agree that mail security is important, and that Change of Address service and PFS both require that attention be paid to mail security implications. However, we are unable to reach any conclusion of the type this question requests.

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**DBP/USPS-11.** Please refer to your response to Interrogatory DBP/USPS-1 subparts a and b.

Please confirm, or explain if you are unable to confirm, that, according to the regulations and policies for PFS, the only way to accomplish the desired change referred to in Interrogatory DBP/USPS-1 in my Premium Forwarding Service would be to make a visit in person to the Englewood NJ Post Office.

**RESPONSE:**

Confirmed that PFS guidelines specify that a new PFS application, such as that described in the response to DBP/USPS-1(a-b), be submitted in person at a Post Office, station, or branch serving the customer's permanent address. See also the responses to DBP/USPS-9 and 14.

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**DBP/USPS-12.** Please refer to your response to Interrogatory DBP/USPS-1 subparts a and b.

- (a) Please confirm, or explain if you are unable to confirm, that one of the purposes that a service that is being provided under an experimental service is to learn what changes might be made as a result of information learned during the experimental period.
- (b) Please list those items that were learned during the experimental period.
- (c) Please explain why the current docket does not include any of the customer needs and responses have not been included in this docket.

**RESPONSE:**

- (a) Assuming that this statement is intended to convey the concept that one possible purpose of an experiment is to learn what features of a product or service might be changed or added to make it more attractive to customers, it is confirmed.
- (b) An exhaustive list of "items that were learned during the experimental period" by USPS has not been compiled, and is probably impossible to construct. However, for a partial record of information relating to PFS collected during the experimental period, see Witness Hope's testimony (USPS-T-1), especially sections III-V and Attachment 1; Witness Abdirahman's testimony (USPS-T-2), section IV and the Appendix; Witness Dawson's testimony (USPS-T-3), especially section VI and Attachments 3 and 4; Witness Hope's responses to interrogatory OCA/USPS-T1-4 (including the attachment) and 7; Witness Abdirahman's response to interrogatories OCA/USPS-T2-1 and 2; and the response of USPS to interrogatories DBP/USPS-5(c) and 6(a).
- (c) Assuming that his question is attempting to ask why no changes to PFS were included in the current docket, see the response to DBP/USPS-1(n), DBP/USPS-5(e-g), and DBP/USPS-9.

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**DBP/USPS-13.** Please refer to your response to Interrogatory DBP/USPS-1 subpart e.

- (a) Please confirm, or explain if you are unable to confirm, that if I were to file a Change of Address Order at the Boca Ration FL post office to forward my mail to me at my new Tampa FL location that the Boca Raton post office would not forward a Priority Mail article that arrived because it was a PFS shipment.
- (b) Please advise what would happen to the piece of mail.

**RESPONSE:**

- (a) Confirmed.
- (b) A PFS piece destined for an address that has been vacated by the customer would be returned to the originating office.

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**DBP/USPS-14.** Please refer to your response to Interrogatory DBP/USPS-1 subparts g through m.

- (a) Please confirm, or explain if you are unable to confirm and provide references to the specific regulations and policies, that the regulations and policies that exist for PFS provide for one answer to all of those questions, and that is to show up IN PERSON at the Englewood NJ post office and transact your business there.
- (b) Please confirm, or explain if you are unable to confirm, that any postal employee who allows for any changes to be made by any other means other than an IN PERSON visit to the Englewood NJ post office is doing so either because they are not fully aware of the complete regulations and policies and/or are just doing what they feel is appropriate to meet the needs of the customer.
- (c) Please advise what weight, if any, should be given to the ability of the postal employee to recognize the voice and/or handwriting. Please explain your response.

**RESPONSE:**

Current PFS guidelines specify that PFS transactions occur in person at the originating office. However, at his or her discretion, a Postal Service official may find it appropriate to complete such transactions by other means in cases where there are extenuating circumstances and he or she can satisfactorily verify a customer's identity and collect the required timely payment (if any).

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**DBP/USPS-15.** Please refer to your response to Interrogatory DBP/USPS-1 subpart n. I am not asking what the customer satisfaction would be to the responses to written cross-examination in litigation but to what it is believed would be the customer's reaction to having received responses that indicated that they would be required to make an in person visit to the Englewood NJ post office to transact their business. Please provide that response.

**RESPONSE:**

This question appears to assume that a customer will universally be denied the opportunity to conduct PFS transactions by any method other than in person at an office or branch serving his or her permanent address, no matter what the circumstances. However, this is not necessarily the case. Please see the response to DBP/USPS-14.

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**DBP/USPS-16.** Please refer to your response to Interrogatory DBP/USPS-2 subparts a and b.

Please confirm, or explain if you are unable to confirm, that, according to the regulations and policies for PFS, the only way to accomplish the desired change referred to in Interrogatory DBP/USPS-2 in my Premium Forwarding Service would be to make a visit in person to the Englewood NJ Post Office.

**RESPONSE:**

Not confirmed. Although PFS guidelines specify that PFS transactions occur in person at the originating office, there is currently no specific policy for how requests for early termination of the service should (or should not) be allowed, as stated in the original answer to DBP/USPS-2(a-b). See also the response to DBP/USPS-14.

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**DBP/USPS-17.** Please refer to your response to Interrogatory DBP/USPS-3 subpart a.

Please confirm, or explain if you are unable to confirm, that, according to the regulations and policies for PFS, the only way to accomplish the desired change referred to in Interrogatory DBP/USPS-3 in my Premium Forwarding Service would be to make a visit in person to the Englewood NJ Post Office.

**RESPONSE:**

Confirmed, but see also the response to DBP/USPS-14.

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**DBP/USPS-18.** Please refer to your response to Interrogatory DBP/USPS-5 subparts e through g.

Please confirm, or explain if you are unable to confirm, that since the Postal Service claims that the current proposal seeks only to make permanent the form of PFS now offered as an experiment that there has been no evaluation of any potential need for expanding the methods by which a customer may sign up for PFS or modify an existing order.

**RESPONSE:**

Not confirmed. See the testimony of Witness Hope (USPS-T-1), sections V(A) and (B), and Witness Hope's responses to interrogatories OCA/USPS-T1-3, 4, 6, and 7.

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**DBP/USPS-19.** Please refer to your response to Interrogatory DBP/USPS-8 subpart c.

Please confirm, or explain if you are unable to confirm, that COA vs. PFS goes beyond just involving customer addresses, namely both of them relate to the forwarding of a customer's mail from one address to another address.

**RESPONSE:**

Assuming this statement is attempting to convey the idea that both Temporary COA and PFS entail movement of mail from a customer's permanent address to that customer's temporary address, it is confirmed. There are important differences between them. Compare the product description of PFS in Witness Hope's testimony (USPS-T-1), section II(B), with the description of Forwarding in section II(D) and the response to DBP/USPS-5(d).

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**DBP/USPS-20.** Please refer to your response to Interrogatory DBP/USPS-8 subpart d.

Please explain why you believe that the presentation in person of a government issued photo ID card at the local post office and completing and signing a form is not necessarily more secure than just dropping a PS Form 3675 [sic] in the local blue collection box anywhere in the country.

**RESPONSE:**

Both systems include an identity-verification method. In addition, the COA process includes additional authentication methods as described in the response to DBP/USPS-4(g).

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**DBP/USPS-21.** Please refer to your response to Interrogatory DBP/USPS-9.

Please provide specific responses to each of the six subparts rather than a generalized response to the overall context of the Interrogatory.

**RESPONSE:**

Note: where responses to respective parts, below, appear in quotation marks, responses are word-for-word identical to language in the previous response provided to interrogatory DBP/USPS-9; where quotation marks are not employed, these responses paraphrase the logic underlying the previously supplied complete response.

- (a) "The office that performs the labor underlying PFS prices also gets credit for PFS revenue, and service can commence quickly without the need to expand inter-facility processes beyond those already extant in multi-facility Post Offices."
- (b) Confirmed.
- (c) Unable to confirm. It is possible that the form would be forwarded, but there is no formal process in place to ensure it happens. There is also no formal process in place to transfer the associated revenue between Post Offices.
- (d) "A multi-facility Post Office must already coordinate the complete range of mail-processing, collection, delivery, and retail services for all customers in an exclusive service area. So coordination for PFS in its current form makes no additional demands upon the existing infrastructure that might be necessary for coordination among other pairs of facilities."
- (e) Confirmed.
- (f) See the responses to parts (c) and (d) of this interrogatory.

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**DBP/USPS-22** Please refer to your response to Interrogatory DBP/USPS-13 subparts a and b.

- [a] Please confirm, or explain if you are unable to confirm, that if I filed a temporary Change of Address Order at the Boca Raton FL post office to forward my mail to an address in Tampa FL that the Boca Raton FL post office would have every reason to believe that mail destined for me could be properly delivered by forwarding it to Tampa FL.
- [b] Please explain why the Boca Raton FL post office knowing full well that mail for me could be delivered by forwarding my mail to my address in Tampa FL would still return my PFS shipment to Englewood NJ.
- [c] Please explain what the Englewood NJ post office would do with the PFS that was returned to them by the Boca Raton FL post office since I would be down in Tampa FL for a period of time [one that could be longer than the example that was originally proposed in Interrogatory DBP/USPS-1].

**RESPONSE:**

(The Postal Service filed a partial objection to this interrogatory.)

This interrogatory refers back to the response to DBP/USPS-13, which interrogatory in turn refers back to the response to DBP/USPS-1(e). That question asked if Mr. Popkin, as a PFS customer, would "be permitted" to file a change of address order (COA) applicable to the temporary address to which his PFS mailpieces were shipped.<sup>1</sup> The response confirmed that such a COA would be honored for mail directed to him at that address, but not for PFS mailpieces. Part (a) of interrogatory DBP/USPS-13 repeated DBP/USPS-1(e) and elicited the same response; part (b) then asked what would become of PFS mailpieces not forwarded from the temporary address, to which the response was that it would be returned to the office serving the PFS customer's primary address, Englewood. Apparently not liking the response to interrogatory DBP/USPS-13, Mr. Popkin argues with it in parts (a) and (b) of

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<sup>1</sup> While there is no permissive element in the processing of COAs, Mr. Popkin's question is sensible in light of his awareness that the *Domestic Mail Manual* says, "709.4.2.3 Prohibited Use. Customers cannot have a temporary or permanent forwarding order active simultaneously with enrollment in PFS."

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interrogatory DBP/USPS-22, and then asks what the Englewood Post Office would do with the returned PFS mailpiece.

In the situation defined by interrogatory DBP/USPS-22, Mr. Popkin has given the Postal Service conflicting instructions regarding the processing of his mail. By enrolling in PFS, he has asked that it be shipped from his primary address to a temporary one; by filing the COA for the temporary address, he has asked that it be sent to a third location. From the Postal Service perspective, it has a confused customer whose PFS shipment is now safe at the Post Office serving his primary residential address. Without specific instructions from the customer, the mail would most likely be held at that office pending receipt of further information from the customer.